

**Subject:** (b) (6) Quarterly Visit  
**Date:** Thu, 13 Jun 2019 18:07:34 +0000  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** alan.thomas@gsa.gov  
**Cc:** wesley.lua@gsa.gov  
**Message-ID:** <OF72F379ED.F3662D48-ON00258418.0062BDC9-00258418.00639214@notes.na.collabserv.com>  
**MD5:** 2ba8d66e10383a0c7ca67c4f8eb6c583

Alan,

(b) (6) would like to visit with you this summer to give you an update on several initiatives that have been driving real value for his organization that are leveraging blockchain and other emerging technologies.

I have been working with Wesley to try and find a date that would work and we are having a hard time finding a date that will work. In August either you or (b) (6) is not available every date. (b) (6) is free to come to DC July 24, 25 or 26th. I was writing to see if there was any possibility to meet with him one of those days. We could even do a later meeting (5:00 - 6:00 PM) if that would work for you otherwise we will not be able to make it work until September.

Let me know if anything would work those days or I will work with Wesley to set up a time in September.

Thank you so much,

(b) (6)

(b) (6)

IBM US Federal Client Executive

GSA

(b) (6)@us.ibm.com

703-608-1827

**Subject:** IBM Contact Center Transformation  
**Date:** Fri, 31 May 2019 11:05:41 -0400  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** "Alan Thomas - Q" <alan.thomas@gsa.gov>  
**Cc:** "(b) (6)" <(b) (6)@us.ibm.com>, "(b) (6)" <(b) (6)@us.ibm.com>, Wesley Lua - Q0AB-C <wesley.lua@gsa.gov>  
**Message-ID:** <OFBCE3989E.78F5653D-ON0025840B.00515982-8525840B.0052EB3A@notes.na.collabserv.com>  
**MD5:** 7ca93b26ddf41c5ce140cb431262adf8

Alan,  
Thank you so much for participating in the Voice of the Client Interview with (b) (6) and (b) (6) last week. Your feedback is invaluable to us and helps us to hone in on what IBM can do to improve the value we bring to GSA. One of the topics that you discussed with Susan and Lisa was Call/Contract Centers automation and what IBM has done internally to transform our contact center operations.

(b) (6) the IBM Vice President the executive in charge of that transformation, is available to come to meet with you and your team to take you through that journey and share the value IBM has gained and the lessons learned. He is available to come the week of June 17th. Let me know if you have time that week or if there is a more convenient week/dates for this exchange.

Thank you again for your feedback and time,

(b) (6)

Regards,

(b) (6) o (b) (6)  
Client

---

**Phone:** 1-301-803-6055 | **Mobile** (b) (6)  
**E-mail:** (b) (6)@us.ibm.com

6710 Rock edge Dr  
Bethesda, MD 20817-1827  
United States

**Subject:** Re: Re: Invitation to Participate in IBM's Global C-Suite Study  
**Date:** Fri, 31 May 2019 10:18:42 -0400  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**Cc:** "(b) (6)" <(b) (6)@us.ibm.com>, Wesley Lua - Q0AB-C <wesley.lua@gsa.gov>  
**Message-ID:** <OF3476B535.D7668C99-ON0025840B.004E4979-8525840B.004E9E21@notes.na.collabserv.com>  
**MD5:** a8eca12d7d235f8f2a86c05f9b300100

Alan,  
Thank you.

Wesley,  
Let me know what time will work best that week.

(b) (6)

Regards,

(b) (6) o (b) (6)  
Client

---

**Phone:** 1-301-803-6055 | **Mobile** (b) (6)  
**E-mail:** (b) (6)@us.ibm.com

6710 Rock edge Dr  
Bethesda, MD 20817-1827  
United States

---

**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>, Wesley Lua - Q0AB-C <wesley.lua@gsa.gov>  
**Cc:** (b) (6) <(b) (6)@us.ibm.com>  
**Date:** 05/31/2019 08:50 AM  
**Subject:** [EXTERNAL] Re: Invitation to Participate in IBM's Global C-Suite Study

---

Hi (b) (6) sounds good.

Wesley, let's shoot for week of 24 June.

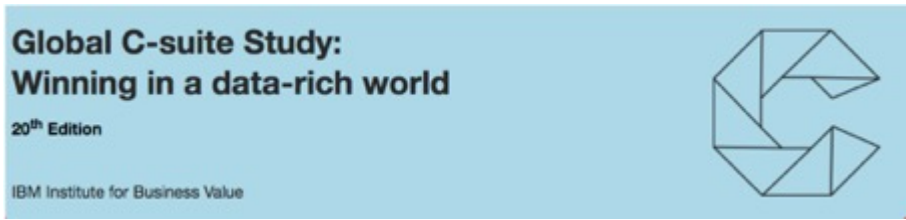
Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Wesley Lua [wesley.lua@gsa.gov](mailto:wesley.lua@gsa.gov)

On Tue, May 28, 2019 at 5:45 PM (b) (6) <(b) (6)@us.ibm.com> wrote:



Alan,

On behalf of IBM, I would like to invite you to participate in our annual Global C-suite Study. A one-hour, face-to-face interview can be scheduled at your convenience, between now and June 30, 2019. Your participation and responses will remain strictly confidential.

IBM’s Global C-suite Study program, which started in 2003, is the largest research initiative of its kind in the world. We explore current business trends and strategies as seen through the eyes of thousands of senior executives around the globe. In this year’s study, we seek to explore how organizations are **“Winning in a data-rich world.”**

The interview will focus on key strategic challenges in the next two to three years:

- □ □ □ □ What market forces are impacting your industry, organization and role?
- □ □ □ □ What have you learned from past efforts to enable your organization to grow with speed and scale?
- □ □ □ □ Which emerging technologies are crucial for your survival?
- □ □ □ □ What data (e.g., client behavioral data, product performance data) should you collect, buy, own, share, sell or avoid?
- □ □ □ □ How do you plan to get the most from the innovative and creative use of data?
- □ □ □ □ What are the implications for your fellow C-suite executives; how do responsibilities change, and functions expand?

In return for your valuable investment of time, IBM will share the Global C-suite Study report once published along with your personal benchmarks on Key Success Factors and related role and industry perspectives.

I have conducted these interviews in the past and everyone I have interviewed has found them quite valuable. Let me know if you are interested in participating and I will work with Wesley to find some time on your calendar.

Thank you,

(b) (6)

Regards,

(b) (6) o (b) (6)  
o C ient

Phone: 1-301-803-6055 | Mobile (b) (6)  
E-mail: (b) (6) [us.ibm.com](mailto:(b) (6)@us.ibm.com)

6710 Rock edge Dr  
Bethesda, MD 20817-1827  
United States



**Subject:** Re: IBM Voice of The Client Interview with (b) (6) and (b) (6)  
**Date:** Wed, 3 Apr 2019 14:49:18 +0000  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** (b) (6)@gsa.gov  
**Cc:** "(b) (6)" <(b) (6)@us.ibm.com>, "(b) (6)" <(b) (6)@us.ibm.com>, "(b) (6)" <(b) (6)@us.ibm.com>, "(b) (6)" <(b) (6)@us.ibm.com>, "(b) (6)" <(b) (6)@us.ibm.com>, alan.thomas@gsa.gov  
**Message-ID:** <OF323BFDFE.9030FA80-ON002583D1.00514060-002583D1.00516B3F@notes.na.collabserv.com>  
**MD5:** f0d62b9c8948a5645e9f89bbff27ab06

Thanks for the heads-up Alex. I look forward to working together to narrow in on the next best date.

----- Original message -----

**From:** (b) (6) - Q-C <(b) (6)@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>  
**Cc:** (b) (6) <(b) (6)@us.ibm.com>, (b) (6) <(b) (6)@us.ibm.com>, (b) (6) <(b) (6)@us.ibm.com>  
**Subject:** Re: IBM Voice of The Client Interview with (b) (6) and (b) (6)  
**Date:** Wed, Apr 3, 2019 10:33 AM

Good Morning (b) (6)

Due to a last minute conflict, Alan will need to reschedule tomorrow's Voice of the Client interview. Alan will be traveling over the next few weeks and won't be available until the week of April 22nd to reschedule. Please let me know IBM's availability after April 22nd and I will coordinate accordingly. Thank you for your flexibility.

Best,  
Alex

--

(b) (6)  
Commissioner Support  
Federal Acquisition Service  
(b) (6)@gsa.gov

On Mon, Mar 4, 2019 at 12:09 PM (b) (6) <(b) (6)@us.ibm.com> wrote: Alex,  
Thank you so much!

(b) (6)

Regards,

(b) (6) o (b) (6)  
US Federal Client Manager



Phone: 1-301-803-6055 | Mobile: (b) (6)  
E-mail: (b) (6)@us.ibm.com

6710 Rock edge Dr  
Bethesda, MD 20817-1827  
United States

**From:** Alexandra Mobeka - Q-C <alexandra.mobeka@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>  
**Cc:** (b) (6) <(b) (6)@us.ibm.com>, (b) (6) <(b) (6)@us.ibm.com>, (b) (6) <(b) (6)@us.ibm.com>  
**Date:** 03/04/2019 10:21 PM

Subject: Re: IBM Voice of The Client Interview with (b) (6) and (b) (6)

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Hi (b) (6)

I have sent the invite to yourself, (b) (6). The GSA Central Office address is 1800 F Street NW, Washington DC 20405. Please make sure to bring a photo ID to the front desk and let them know you are meeting with the Alan Thomas in conference room 6128. On the day of, you can call me at (b) (6) for an escort.

Best,  
Alex

--

Alexandra Mobeka  
Commissioner Support  
Federal Acquisition Service  
[alexandra.mobeka@gsa.gov](mailto:alexandra.mobeka@gsa.gov)

On Mon, Mar 4, 2019 at 11:05 AM (b) (6) <(b) (6)@us.ibm.com> wrote:  
Hi Alex,

Thanks so much for sending out the invitation for the IBM Voice of The Client interview with Alan Thomas. If you could please send the invite to the following:

(b) (6) (b) (6)@us.ibm.com  
(b) (6) (b) (6)@us.ibm.com  
(b) (6) (b) (6)@us.ibm.com

Both (b) (6) will be meeting with Alan in-person on April 4th from 3 to 4pm.

If you need any additional information, please let me know.

(b) (6)

(b) (6)  
**Public Service Client Advocacy Leader**  
**IBM Global Business Services**  
**Associate Partner**  
E-mail: (b) (6)@us.ibm.com  
Phone: 202-365-9260

----- (b) (6) Bethesda/IBM wrote: -----  
To: (b) (6) - Q-C" <(b) (6)@gsa.gov>  
From: (b) (6) Bethesda/IBM  
Date: 03/04/2019 10:35AM  
Cc: (b) (6) Bethesda/IBM@IBMUS, (b) (6) Washington/IBM@IBMUS, (b) (6) Gaithersburg/IBM@IBMUS  
Subject: Re: IBM Voice of The Client Interview with (b) (6) and (b) (6)

Alex,

(b) (6) will give you the names and email addresses of who to include in the invite.

Thank you,

(b) (6)

(b) (6) O. Marsh  
703-608-1827  
IBM US Federal

On Mar 4, 2019, at 8:22 PM, (b) (6) - Q-C <(b) (6)@gsa.gov> wrote:

Good Morning (b) (6)

Alan is available to meet on Thursday April 4, 3:00 - 4:00 pm. Please let me know who I should include on the invite and I will send it over shortly.

Best,

Alex

--

(b) (6)

Commissioner Support

Federal Acquisition Service

(b) (6) [gsa.gov](mailto:(b) (6)@gsa.gov)

On Mon, Mar 4, 2019 at 9:35 AM Alan Thomas - Q <[alan.thomas@gsa.gov](mailto:alan.thomas@gsa.gov)> wrote:

Alex, let's do 4 April for this one if possible.

Best,

Alan

Alan B. Thomas, Jr.

Commissioner, Federal Acquisition Service

General Services Administration

For scheduling please contact Alex Mobeka at (b) (6) [gsa.gov](mailto:(b) (6)@gsa.gov)

----- Forwarded message -----

From: (b) (6) <(b) (6)@us.ibm.com>

Date: Sun, Mar 3, 2019 at 11:16 AM

Subject: Fw: IBM Voice of The Client Interview with (b) (6) and (b) (6)

To: Alan Thomas - Q <[alan.thomas@gsa.gov](mailto:alan.thomas@gsa.gov)>

Cc: (b) (6) - Q-C <(b) (6)@gsa.gov>, (b) (6) <(b) (6)@us.ibm.com>, (b) (6) <(b) (6)@us.ibm.com>

Alan,

About a year ago (b) (6) and I interviewed you for our IBM Voice of the Client program. We would like to have another VOC interview with you this spring. It would be conducted by (b) (6) the Public Sector VP that I brought along with Al Jenkins in the Fall and (b) (6). You have not met (b) (6) yet, she is the Managing Director of IBM Public Service Global Business Services so all US Federal Services reports to her. GSA is one of IBM Federal's top accounts and Lisa is excited to meet you. Both (b) (6) are free to meet the following dates and times. If these do not work let me know what dates and times would work in April.

March 25 3:00-4:00; 4:00 - 5:00 PM

April 4 3:00-4:00; 4:00 - 5:00 PM

Thank you,

(b) (6)

Regards,

(b) (6) o (b) (6)

US Federal Client Manager

<noname.octet-stream> <noname.jpg>

Phone: 1-301-803-6055 | Mobile (b) (6)

E-mail: (b) (6) [us.ibm.com](mailto:(b) (6)@us.ibm.com)

6710 Rockledge Dr  
Bethesda, MD 20817-1827  
United States

----- Forwarded by (b) (6) Bethesda/IBM on 03/03/2019 09:35 PM -----

From: (b) (6) Washington/IBM

To: [alan.thomas@gsa.gov](mailto:alan.thomas@gsa.gov)

Cc: (b) (6) Bethesda/IBM@Lotus

Date: 02/26/2019 12:44 AM

Subject: IBM Voice of The Client Interview with (b) (6) and (b) (6)

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Dear Mr. Thomas,

I hope all has been well with you. If you recall, this past year (b) (6) and I conducted an IBM Voice of The Client interview with you. This year if you are amenable, we like to conduct the same type of interview with you, pairing you up with (b) (6) our Managing Director of Public Service and (b) (6) our Vice President and Partner for our Digital Service Line.

I took a look at Lisa and Susan's schedule and they have a couple time frames open I would like to run past you:

Monday, March 25th from 3pm to 5pm

Thursday, April 4th from 3pm to 5pm

Do either of these time frames work for you? The discussion takes about an hour. If these do not work, please shoot me a few additional recommendations and I will do some re-investigation.

IBM is fully dedicated to our clients' success, and part of that dedication involves listening to our clients to learn what we can do better and how we can better serve you. Our clients are our number 1 priority. The VoTC program carefully selects an executive, outside the account team in most cases, to speak with you about IBM and your programs to determine how we are delivering against your expectations. This initiative is crucial for IBM to have a strong understanding of how both existing and potential clients view us in the marketplace and allows us to further understand challenges and potential disruptions clients are facing.

I know that both (b) (6) are both very excited about meeting up with you.

Thanks so much Alan,  
John

(b) (6)  
Client Advocacy Leader  
IBM Global Business Services  
Public Service  
Associate Partner

E-mail: (b) (6) [us.ibm.com](mailto:(b) (6)@us.ibm.com)

Phone: 202-365-9260

**Subject:** Re: Lunch at ELC  
**Date:** Mon, 15 Oct 2018 18:47:56 -0400  
**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>  
**Message-ID:** <CADZwdKq4Qp53B1=B5DQsKDns68tReERXnNBUA1BmHnF31WpR=g@mail.gmail.com>  
**MD5:** 19da8cd7ad50e85858c9221f3093a73b

Yes, see you there!

On Mon, Oct 15, 2018, 5:52 PM (b) (6) <(b) (6)@us.ibm.com> wrote:

Alan,  
Looking forward to lunch tomorrow. Shall we meet at the registration desk at noon and go to a table from there?  
(b) (6)

(b) (6) O. Marsh  
703-608-1827  
IBM US Federal

**Subject:** Live Streaming Today's Event: The IBM Center for The Business of Government's 20th Anniversary and Book Launch Event -- 2:00 pm  
**Date:** Wed, 10 Oct 2018 09:34:30 -0400  
**From:** businessofgovernment <businessofgovernment@us.ibm.com>  
**To:** businessofgovernment <businessofgovernment@us.ibm.com>  
**Message-ID:** <OFA5F2AB29.C2488F3D-ON85258322.0049B037-85258322.004A9200@us.ibm.com>  
**MD5:** 897570afd6158520d5f52da443949f63



IBM Center for  
**The Business of Government**  
20 years of research for government:  
informing today, envisioning tomorrow

We hope that you will join us later this afternoon for our live webstream, starting at 2:00 pm, marking our 20th anniversary and the release of a new book, ***Government for the Future: Reflection and Vision for Tomorrow's Leaders***. [Simply visit this webpage to watch!](#)

2:00 pm: The first panel will envision provocative scenarios about government operations 20 years in the future, based on insights from chapters they authored for the book. **Mark Abramson**, our first Executive Director of the Center, will moderate the discussion. Panelists, all of whom bring great experience working in and with government, include: **Shelley Metzenbaum**, Senior Fellow, The Volcker Alliance

**Hollie Russon-Gilman**, Lecturer, Columbia University School of International and Public Affairs and Fellow, New America

**Darrell West**, Founding Director, Center for Technology Innovation, Brookings Institution

**Lori Gordon**, Strategist, BrainQ

3:30 pm: The second panel of management leaders across four Administrations will reflect on lessons learned from major government reforms over the past 20 years that can drive improved government management in the future. **Jonathan Breul**, former Executive Director of the Center and former Senior Advisor to the Deputy Director for Management at OMB, will moderate the discussion. Panelists include:

**Sally Katzen** – Deputy Director for Management, OMB 1999 - 2001

**Clay Johnson** – Deputy Director for Management, OMB, 2003 - 2009

**Andrew Mayock** – Deputy Director for Management, OMB, 2015 - 2017

**Margaret Weichert** – Deputy Director for Management, OMB, 2017 - present

**#CBG20 – Let's Continue the Conversation on Twitter** - After the event, share with us your thoughts on the key management issues facing government in the future. We plan to engage in future discussions about these ideas, and incorporate them into future Center research.

We hope to see you online!

The IBM Center for The Business of Government

**Subject:** Re: ELC Meeting  
**Date:** Tue, 9 Oct 2018 20:50:05 +0000  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** "Alan Thomas - Q" <alan.thomas@gsa.gov>  
**Cc:** "(b) (6)" - Q-C" <(b) (6)@gsa.gov>  
**Message-ID:** <OF4BA05F60.53A2DE97-ON00258321.007272C6-1539118205039@notes.na.collabserv.com>  
**MD5:** 20b5cdf5b946feb79c523c3a327eb2e5

Sounds great. I will set up a meeting point once we see the layout.

(b) (6) O. Marsh  
703-608-1827  
IBM US Federal

On Oct 9, 2018, at 3:46 PM, Alan Thomas - Q <[alan.thomas@gsa.gov](mailto:alan.thomas@gsa.gov)> wrote:

Sure, how about Tuesday lunch?

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Alex Mobeka at (b) (6) [gsa.gov](mailto:(b) (6)@gsa.gov)

On Tue, Oct 9, 2018 at 3:27 PM (b) (6) <(b) (6)@us.ibm.com> wrote:  
Alan,  
I hope you had a nice long weekend. We are looking forward to ELC. I will be attending as well as Paul, (b) (6) and my VP (b) (6) (that you met before). Do you have time to meet or sit together for one of the group meals while in Philadelphia?  
Thank you,  
(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6) [us.ibm.com](mailto:(b) (6)@us.ibm.com)  
703-608-1827



**Subject:** Invitation to the IBM Center for The Business of Government's 20th Anniversary and Book Launch Event -- October 10  
**Date:** Thu, 20 Sep 2018 11:15:22 -0400  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** alan.thomas@gsa.gov  
**Message-ID:** <OF42567A25.FF94D601-ON0025830E.0053C97F-8525830E.0053CDBB@notes.na.collabserv.com>  
**MD5:** 67592cb291feff74e439064283d9475f

Alan --

Hope all's well.

Wanted to send a personal note per the invite below -- we'd very much look forward to seeing you there!

Best,

(b) (6)

(b) (6)  
(b) (6) Center for The Business of Government  
IBM Global Business Services  
202-551-9310 (office)  
(b) (6) (cell)  
(b) (6)@us.ibm.com  
twitter.com/(b) (6)



IBM Center for The Business of Government  
Connecting research to practice.

We are pleased to invite you to an event on **October 10, 2018**, starting at 2:00 pm, marking our 20th anniversary and the release of a new book, ***Government for the Future: Reflection and Vision for Tomorrow's Leaders***. The event will be held in collaboration with the Trachtenberg School of Public Policy and Public Administration in the Jack Morton Auditorium, George Washington University, 805 21<sup>st</sup> Street, NW, Washington, DC, and feature two panel discussions.

The first panel will envision provocative scenarios about government operations 20 years in the future, based on insights from chapters they authored for the book. **Mark Abramson**, our first Executive Director of the Center, will moderate the discussion. Panelists, all of whom bring great experience working in and with government, include: **Shelley Metzenbaum**, Senior Fellow, The Volcker Alliance

**Hollie Russon-Gilman**, Lecturer, Columbia University School of International and Public Affairs and Fellow, New America

**Darrell West**, Founding Director, Center for Technology Innovation, Brookings Institution

**Lori Gordon**, Strategist, BrainQ

The second panel of management leaders across four Administrations will reflect on lessons learned from major government reforms over the past 20 years that can drive improved government management in the future. **Jonathan Breul**, former Executive Director of the Center and former Senior Advisor to the Deputy Director for Management at OMB, will moderate the discussion. Panelists include:

**Sally Katzen** – Deputy Director for Management, OMB 1999 - 2001

**Clay Johnson** – Deputy Director for Management, OMB, 2003 - 2009

**Andrew Mayock** – Deputy Director for Management, OMB, 2015 - 2017

**Margaret Weichert** – Deputy Director for Management, OMB, 2017 - present

A reception will then begin at 5:00 pm and conclude at 7:00 pm.

[Please RSVP by September 28, 2018](#) by following this link.

Thank you and we hope to see you there!

Best regards,



**Subject:** Accepted: Meet & Greet w/ IBM  
**Date:** Mon, 24 Sep 2018 14:14:59 +0000  
**From:** (b) (6) <(b) (6)>us.ibm.com>  
**To:** alan.thomas@gsa.gov  
**Message-ID:** <OF41D14143.60277746-ON00258312.004E46C4@notes.na.collabserv.com>  
**MD5:** 572413bcc331983810f78fe0bf525a2b

**Subject:** Re: IBM Digital Platform Executives; Global and Federal  
**Date:** Tue, 11 Sep 2018 13:04:02 -0400  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**Cc:** Alexandra Mobeka - Q-C <alexandra.mobeka@gsa.gov>, Tricia Sieveke - 2Q1 <tricia.sieveke@gsa.gov>  
**Message-ID:** <OFE22FD9C8.C88C272C-ON00258305.005DB6F5-85258305.005DC122@notes.na.collabserv.com>  
**MD5:** af1bda7313672a2eb893013b08ed369e

Alan,  
Thank you.

Alex,  
Let me know what dates work best for Alan.

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6)@us.ibm.com  
703-608-1827

---

**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>  
**Cc:** Alexandra Mobeka - Q-C <alexandra.mobeka@gsa.gov>, Tricia Sieveke - 2Q1 <tricia.sieveke@gsa.gov>  
**Date:** 09/11/2018 09:26 AM  
**Subject:** Re: IBM Digital Platform Executives; Global and Federal

---

Hi (b) (6)

Sounds good. Alex, please find some time in the next few weeks.

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Alex Mobeka at [alexandra.mobeka@gsa.gov](mailto:alexandra.mobeka@gsa.gov)

On Mon, Sep 10, 2018 at 1:58 PM (b) (6) <(b) (6)@us.ibm.com> wrote:  
Alan,  
Happy Fall. I was hoping to get some time to introduce you to IBM's Global Leader for Digital Transformation, Al Jenkins and our IBM Federal Vice President of Digital Services (b) (6) (b) (6) is the practice area executive that heads up the team that is delivering OMS for GSA.

Al can share what IBM has done for commercial organizations around the world that were looking like FAS to modernize their acquisition business systems and Susan can share how we bring those commercial lessons learned and best practices to our Federal business.

Al has also worked in the Federal Marketplace in his career so understands the unique Federal requirements and also what is not so unique.

Let me know if you are interested and I will work with Alexandra to set something up.  
Thank you,

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6) [us.ibm.com](mailto:us.ibm.com)  
703-608-1827

**Subject:** Re: Thank you for meeting with IBM to discuss our enterprise RPA/Intelligent Automation initiatives  
**Date:** Fri, 31 Aug 2018 18:27:55 -0400  
**From:** Allison Brigati - AD <allison.brigati@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>  
**Cc:** David Shive - I <david.shive@gsa.gov>, gerard.badorrek@gsa.gov, jonathan.clinton@gsa.gov, Kaitlyn Schneider - CSDE1 <kaitlyn.schneider@gsa.gov>, Ed Burrows - B <edward.burrows@gsa.gov>, alan.thomas@gsa.gov, (b) (6) <(b) (6)@us.ibm.com>, (b) (6) <(b) (6)@us.ibm.com>, (b) (6) <(b) (6)@in.ibm.com>, (b) (6) <(b) (6)@hu.ibm.com>  
**Message-ID:** <CAN=VT4bAna8jkPM5mUs9wLzs5rh=1Hhm+WrcEG4sZwsG7k5JA@mail.gmail.com>  
**MD5:** 3f4cb7efecf06cba0d979033f672e478

Thanks (b) (6) for the presentation. We enjoyed the discussion. Hope you have a great weekend!  
Allison

Sent from my iPad

On Aug 31, 2018, at 2:50 PM, (b) (6) <(b) (6)@us.ibm.com> wrote:

Allison, David, Gerard, Jonathan, Ed, and Kaitlyn,  
Thank you for taking the time to meet with IBM and discuss our RPA initiatives. We found the time together very valuable and how you did too. I have attached an electronic version of the presentation that we shared for you and Alan since he could not make it. Jason will be following up with David on what we are doing with intelligent automation at the API level.  
Please let us know if you have any other questions or if you want to have further discussions. Have a great Labor Day Weekend.

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6) @us.ibm.com  
703-608-1827

<IBM PS Intelligent Automation\_GSA\_082818.pptx>

**Subject:** Invitation to the IBM Center for The Business of Government's 20th Anniversary and Book Launch Event -- October 10  
**Date:** Wed, 29 Aug 2018 14:21:32 -0400  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:**  
**Cc:** "RUTH M GORDON" <rmgordon@us.ibm.com>  
**Message-ID:** <OF1FC613D5.D8064925-ON002582F8.00648CDD-852582F8.0064D8FC@notes.na.collabserv.com>  
**MD5:** 205026c5dbfbfe008eff9eaa9040fa43



IBM Center for The Business of Government  
Connecting research to practice.

We hope you are enjoying these last weeks of summer! A reminder that we invite you to join us **October 10, 2018**, starting at 2:00 pm, marking our 20th anniversary and the release of a new book, ***Government for the Future: Reflection and Vision for Tomorrow's Leaders***. The event will be held in collaboration with the Trachtenberg School of Public Policy and Public Administration in the Jack Morton Auditorium, George Washington University, 805 21<sup>st</sup> Street, NW, Washington, DC, and feature two panel discussions.



The first panel will envision provocative scenarios about government operations 20 years in the future, based on insights from chapters they authored for the book. **Mark Abramson**, our first Executive Director of the Center, will moderate the discussion. Panelists, all of whom bring great experience working in and with government, include:

**Shelley Metzenbaum**, Senior Fellow, The Volcker Alliance  
**Hollie Russon-Gilman**, Lecturer, Columbia University School of International and Public Affairs and Fellow, New America  
**Darrell West**, Founding Director, Center for Technology Innovation, Brookings Institution

**Lori Gordon**, Strategist, BrainQ

The second panel of management leaders across four Administrations will reflect on lessons learned from major government reforms over the past 20 years that can drive improved government management in the future.

**Jonathan Breul**, former Executive Director of the Center and former Senior Advisor to the Deputy Director for Management at OMB, will moderate the discussion. Panelists include:

**Sally Katzen** – Deputy Director for Management, OMB 1999 - 2001  
**Clay Johnson** – Deputy Director for Management, OMB, 2003 - 2009  
**Andrew Mayock** – Deputy Director for Management, OMB, 2015 - 2017  
**Margaret Weichert** – Deputy Director for Management, OMB, 2017 - present

An anniversary reception and book signing will begin at 5:00 pm and conclude at 7:00 pm.

[Please RSVP by September 7, 2018](#) by following this link. If you have any questions, please contact Ruth Gordon, cced on this email.

Thank you and we hope to see you there!

Best regards,

(b) (6)

(b) (6)  
(b) (6)

Center for The Business of Government

IBM Global Business Services

202-551-9310 (office)

(b) (6) (cell)

(b) (6) us.ibm.com

twitter.com (b) (6)

**Subject:** IBM PEP meeting  
**Date:** Thu, 26 Jul 2018 03:02:01 +0000  
**From:** "(b) (6)" <(b) (6) us.ibm.com>  
**To:** alan.thomas@gsa.gov  
**Cc:** "(b) (6)" <(b) (6) us.ibm.com>, "(b) (6)" <(b) (6) us.ibm.com>  
**Message-ID:** <OF67F92B54.7BFEE7DB-ON002582D6.0010AA06-1532574121639@notes.na.collabserv.com>  
**MD5:** a4e83ff565dd7a810b245e5ccf0704ec

Alan,

Thank you for meeting with us yesterday and I hope you found the time valuable. Let us know if there is anything you want follow-up on that we discussed. As (b) (6) mentioned he is happy to put together more in-depth follow on meeting on any of the areas including the Blockchain projects ( know your supplier), Guided buying, RPA projects, and "Procurement Data as a Service". Also if you or anyone is FAS is interested in the Australian Government digital innovation IBM agreements we would be happy to brief them also.

Have a great weekend.

(b) (6)

(b) (6)

703-608-1827

IBM US Federal

**Subject:** Invitation: Cognitive Computing, Artificial Intelligence, Machine Lea... @ Wed Aug 29, 2018 11am - 12pm (EDT) (alan.thomas@gsa.gov)  
**Date:** Tue, 07 Aug 2018 15:51:41 +0000  
**From:** Allison Brigati - AD <allison.brigati@gsa.gov>  
**To:** alan.thomas@gsa.gov, gerard.badorrek@gsa.gov, (b) (6) us.ibm.com, (b) (6) us.ibm.com, david.shive@gsa.gov, jonathan.clinton@gsa.gov, (b) (6) us.ibm.com  
**Cc:** (b) (6) gsa.gov, kaitlyn.moberly@gsa.gov, stephenie.johnson@gsa.gov  
**Message-ID:** <000000000000c062130572da5e06@google.com>  
**MD5:** 816ef4c58adea740765cd881beaf685a  
**Attachments:** invite.ics

[more details »](#)

**Cognitive Computing, Artificial Intelligence, Machine Learning, RPA**

When	Wed Aug 29, 2018 11am – 12pm Eastern Time - New York	
Where	GSA Centra Office, 1800 F St NW, Room 6120 ( <a href="#">map</a> )	
Calendar	a an.thomas@gsa.gov	
Who	OMDOX	allison.brigati@gsa.gov - organizer
	OMDOX	kaitlyn.schneider@gsa.gov - creator
	OMDOX	alan.thomas@gsa.gov
	OMDOX	gerard.badorrek@gsa.gov
	OMDOX	(b) (6) us.ibm.com
	OMDOX	(b) (6) us.ibm.com
	OMDOX	david.shive@gsa.gov
	OMDOX	jonathan.clinton@gsa.gov
	OMDOX	(b) (6) us.ibm.com
	OMDOX	(b) (6) gsa.gov - optional
	OMDOX	kaitlyn.moberly@gsa.gov - optional
	OMDOX	stephenie.johnson@gsa.gov - optional

Going? [Yes](#) - [Maybe](#) - [No](#) [more options »](#)

Invitation from [Google Calendar](#)

You are receiving this email at the account alan.thomas@gsa.gov because you are subscribed for invitations on calendar alan.thomas@gsa.gov.

To stop receiving these emails, please log in to <https://www.google.com/calendar/> and change your notification settings for this calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More.](#)



**Subject:** Re: IBM PEP meeting  
**Date:** Fri, 27 Jul 2018 10:44:55 -0400  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** Judith Zawatsky - Q0A <judith.zawatsky@gsa.gov>  
**Cc:** Alan Thomas - Q <alan.thomas@gsa.gov>, (b) (6) <(b) (6)@us.ibm.com>, Erville Koehler - 4Q <erville.koehler@gsa.gov>, Jeff Lau - 2Q1 <jeffrey.lau@gsa.gov>, Pamela Roller - H <pamela.roller@gsa.gov>, (b) (6) <(b) (6)@us.ibm.com>, Tricia Sieveke - 2Q1 <tricia.sieveke@gsa.gov>  
**Message-ID:** <OFA2C782B1.CFE8E502-ON002582D7.0050F37D-852582D7.005103F8@notes.na.collabserv.com>  
**MD5:** 4ae68e9767045f61b0652201f3b54871

Judith,  
Thank you have a great weekend.

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6)@us.ibm.com  
703-608-1827

**From:** Judith Zawatsky - Q0A <judith.zawatsky@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>  
**Cc:** Alan Thomas - Q <alan.thomas@gsa.gov>, (b) (6) <(b) (6)@us.ibm.com>, Erville Koehler - 4Q <erville.koehler@gsa.gov>, Jeff Lau - 2Q1 <jeffrey.lau@gsa.gov>, (b) (6) <(b) (6)@us.ibm.com>, Tricia Sieveke - 2Q1 <tricia.sieveke@gsa.gov>, Pamela Roller - H <pamela.roller@gsa.gov>  
**Date:** 07/27/2018 10:31 AM  
**Subject:** Re: IBM PEP meeting

---

Good morning (b) (6)

Pam Roller will reach out to coordinate.

Have a great Friday,

J

On Fri, Jul 27, 2018 at 9:53 AM, (b) (6) <(b) (6)@us.ibm.com> wrote:  
Alan,  
Will do. I will set up time with Judith and Jeff.  
Have a great weekend.

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6)@us.ibm.com  
703-608-1827

**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>, (b) (6) <(b) (6)@us.ibm.com>, (b) (6) <(b) (6)@us.ibm.com>  
**Cc:** Judith Zawatsky - Q0A <judith.zawatsky@gsa.gov>, Jeff Lau - 2Q1 <jeffrey.lau@gsa.gov>, Tricia Sieveke - 2Q1 <tricia.sieveke@gsa.gov>, Erville Koehler - 4Q <erville.koehler@gsa.gov>  
**Date:** 07/27/2018 08:35 AM  
**Subject:** Re: IBM PEP meeting

---

(b) (6) (b) (6) Paul:

Thanks for coming in and bearing with me as I got my body clock back on US Eastern time. I think Tuesday afternoon was the low point! We want to learn more about the "know your supplier" project and your experience with RPA.

Can you connect with Judith and team on "know your supplier" and with Jeff Lau on RPA? Both are on copy here.

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Alex Mobeka at (b) (6) [gsa.gov](mailto:gsa.gov)

On Wed, Jul 25, 2018 at 11:14 PM, (b) (6) <(b) (6) [us.ibm.com](mailto:us.ibm.com)> wrote:  
enjoyed our session Alan.. good to catch up! let me know if anything you want to discuss in more detail.. hope your sleep schedule is back on track :)

(b) (6)  
(b) (6)  
(b) (6) Procurement Strategic Sourcing  
IBM Transformation & Operations  
Assistant: (b) (6) (b) (6) [us.ibm.com](mailto:us.ibm.com), (b) (6)



Phone: 1-919-254-7820 | Mobile: 1 (b) (6)  
E-mail: (b) (6) [us.ibm.com](mailto:us.ibm.com)

3039 E Cornwa is Rd  
Research Triang e Park, NC  
27709-2195  
United States

From: (b) (6) Bethesda/IBM  
To: [alan.thomas@gsa.gov](mailto:alan.thomas@gsa.gov)  
Cc: (b) (6) Austin/IBM@IBMUS, (b) (6) Bethesda/IBM@IBMUS  
Date: 07/25/2018 11:02 PM  
Subject: IBM PEP meeting

---

Alan,  
Thank you for meeting with us yesterday and I hope you found the time valuable. Let us know if there is anything you want follow-up on that we discussed. As (b) (6) mentioned he is happy to put together more in-depth follow on meeting on any of the areas including the Blockchain projects ( know your supplier), Guided buying, RPA projects, and "Procurement Data as a Service". Also if you or anyone is FAS is interested in the Australian Government digital innovation IBM agreements we would be happy to brief them also.  
Have a great weekend.

(b) (6)

(b) (6)

703-608-1827  
IBM US Federal

--

**Subject:** Happy New Year  
**Date:** Tue, 2 Jan 2018 15:35:46 +0000  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** alan.thomas@gsa.gov  
**Message-ID:** <OF1BC2642E.C77DD756-ON00258209.005583BA-00258209.0055AC1D@notes.na.collabserv.com>  
**MD5:** f1fffad9912a95fa923a736d44be4dc2

Alan,

It was nice to be introduced at Artlin's holiday party. Wish you a Happy New Year and hope this year brings more success to GSA, you, and your family.

Regards,  
Hiten

(b) (6) PMP®  
(b) (6) NARA ERA  
(b) (6) US Federal Team  
IBM Global Business Services

**Phone:** 1-703-943-1617 | **Mobile:**

(b) (6)  
**E-mail:** (b) (6)@us.ibm.com

2300 Dulles Station Blvd  
Herndon, VA 20171-6133  
United States

**Subject:** Re: Thanks for Your Time on Friday  
**Date:** Mon, 12 Mar 2018 10:24:31 -0400  
**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** (b) (6) <(b) (6)@ibm.com>  
**Cc:** (b) (6) <(b) (6)@ibm.com>  
**Message-ID:** <CADZwdKreeeCiz3Bi5ap1kN7Up4RTv+4yDVshcb0C6wZyggP2Jw@mail.gmail.com>  
**MD5:** e2530952aae28608fc544c1ca52d9449

Thanks Nancy. I'll be sure to congratulate (b) (6)

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Alex Mobeka at (b) (6) [gsa.gov](mailto:gsa.gov)

On Mon, Mar 12, 2018 at 10:04 AM, (b) (6) <(b) (6)@ibm.com> wrote:

Alan -

Just a quick note to thank you for your time on Friday. The IBM/SAP-Ariba partnership is tight. In addition, my personal relationships with (b) (6) and (b) (6) drive even a stronger connection. We look forward to continuing the conversation with GSA, and please let us know if you have any specific actions/follow-up.

I thought you would be interested in seeing the announcement of (b) (6) being selected to the Smarter Cities Challenge, where she will be in Argentina from April 9-27th. This is a very competitive and prestige IBM honor. We are sure, (b) (6) will come back a stronger more knowledgeable client executive that will help our client base. While (b) (6) is out, we will have Chris Young (cc'ed on this email) covering GSA. His cell number is (b) (6). I am sure (b) (6) will be putting out a formal announcement to your team, but I wanted to reach out personally, and thank you for your time Friday and let you know the good (b) (6) news. As always, also feel free to reach out to me if you need anything.

Cheers,

(b) (6)  
(b) (6) Agencies and Federal Healthcare  
(b) (6) (mobile)  
(b) (6) [ibm.com](mailto:ibm.com)  
Assistant: (b) (6) (b) (6)

=====  
=====  
=====

Dear (b) (6)

Congratulations on being selected to the Smarter Cities Challenge program headed to **San Isidro, Argentina April 9 - 27, 2018**. As you know, you are expected to arrive in **San Isidro by Saturday, April 7**, in order to complete the team orientation on Sunday and for those traveling long distances, recover from jet lag. We are delighted to have such a strong team and appreciate everything you've done to join us for this engagement. With 136 projects in the past 7 years, on topics ranging from asthma prevention, to environmental sustainability, to public safety, this program has delivered tremendous results: for the communities we serve, for the IBMers who participate, and for the IBM company overall. We know that the key to the success of the Smarter Cities Challenge is the world-class IBMers we are sending to help local leaders solve complex, challenging economic and social issues. Here's a link to watch [a short video with some highlights from the program](#). I know you all will bring this award winning program to a successful close. We encourage you to think creatively to bring the best of IBM to your project.

To the **managers of Team San Isidro** - our sincere thanks to you and your teams for contributing your top talent to this important initiative. Their success would not be possible without the strong support of management and a team that's willing to fill in for them while they are away.

You have met (b) (6) your SCC program manager, who is providing support as you prepare for the engagement and while on the ground in San Isidro. Additionally, (b) (6), Director of Citizenship, Americas and (b) (6), Executive, Corporate Citizenship Latin America will be providing (b) (6) and support to you during weekly checkpoint calls while on assignment.

Our IBM Corporate Citizenship manager for Argentina, (b) (6), in conjunction with our **NGO partner, Digital Opportunity Trust (DOT)** have been hard at work planning an amazing set of interviews and experiences for your group and will be with you in person in San Isidro.

The city and Mayor Posse are very enthusiastic about your arrival. I look forward to seeing your creativity and years of experience shine to tackle this complex issue. We at IBM Citizenship are here to support you in every way we can.

Best,  
(b) (6)

**Subject:** Thank you for meeting with IBM to discuss our enterprise RPA/Intelligent Automation initiatives

**Date:** Fri, 31 Aug 2018 18:50:39 +0000

**From:** "(b) (6)" <(b) (6)@us.ibm.com>

**To:** "Allison Brigati - M" <allison.brigati@gsa.gov>, "David Shive - I" <david.shive@gsa.gov>, gerard.badorrek@gsa.gov, jonathan.clinton@gsa.gov, "Kaitlyn Schneider - CSDE1" <kaitlyn.schneider@gsa.gov>, "Ed Burrows - B" <edward.burrows@gsa.gov>

**Cc:** alan.thomas@gsa.gov, "(b) (6)" <(b) (6)@us.ibm.com>, "(b) (6)" <(b) (6)@us.ibm.com>, "(b) (6)" <(b) (6)@in.ibm.com>, "(b) (6)" <(b) (6)@hu.ibm.com>

**Message-ID:** <OFB3A0539C.64B07B95-ON002582FA.0066D8DC-852582FA.00678386@notes.na.collabserv.com>

**MD5:** 5c844bcf21ceede4516583d462030d49

**Attachments:** IBM PS Intelligent Automation\_GSA\_082818.pptx

Allison, David, Gerard, Jonathan, Ed, and Kaitlyn,  
Thank you for taking the time to meet with IBM and discuss our RPA initiatives. We found the time together very valuable and how you did too. I have attached an electronic version of the presentation that we shared for you and Alan since he could not make it. Jason will be following up with David on what we are doing with intelligent automation at the API level.  
Please let us know if you have any other questions or if you want to have further discussions. Have a great Labor Day Weekend.

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6)@us.ibm.com  
703-608-1827

**Subject:** Confirming March 9th IBM SAP Ariba meeting and proposed agenda  
**Date:** Fri, 2 Mar 2018 12:42:51 -0500  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** "Alan Thomas - Q" <alan.thomas@gsa.gov>  
**Cc:** "Laura Stanton - QP" <laura.stanton@gsa.gov>, vladlen.zvenyach@gsa.gov, "(b) (6)" <(b) (6)@gsa.gov>  
**Message-ID:** <OFFB6AE831.E96D77CD-ON00258244.0060B48D-85258244.00614E7A@notes.na.collabserv.com>  
**MD5:** ccf4b4ac0c9e6933642a4656659cc64

Alan,  
IBM and SAP are looking forward to our meeting next Friday 10:00 - 10:45 AM to present the IBM/SAP Ariba partnership. Below is who will be coming from IBM and SAP and our proposed agenda.  
Thank you,

(b) (6)

Attendees:

(b) (6), IBM GBS Partner and VP  
(b) (6) IBM VP Civilian Agencies and Healthcare  
(b) (6), IBM GBS Partner SAP PTP Service Area Leader  
(b) (6) IBM Client Manager  
(b) (6) IBM GBS Associate Partner

(b) (6) SAP COO Regulated Industries  
(b) (6) SAP VP Regulated Industries Ariba  
(b) (6), SAP Client Manager Regulated Industries

Agenda Introductions

IBM perspective on the divestment of IBM Emptoris procurement system and the IBM partnership with SAP Ariba - David Shay (IBM)  
SAP Ariba Federal Marketplace update - Ben Snyder (SAP)  
Open Discussion  
Next Steps

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6)@us.ibm.com  
703-608-1827



**Subject:** FAS Acquisition System Transformation  
**Date:** Mon, 19 Feb 2018 16:34:37 -0500  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** "Alan Thomas - Q" <alan.thomas@gsa.gov>  
**Message-ID:** <OF5774D629.49093F46-ON00258239.006AE778-85258239.00768769@notes.na.collabserv.com>  
**MD5:** 09e5a7aada13ea59b4529cd6e9074833

Alan,

I hope you enjoyed your long weekend. IBM has a long history of helping organizations transform their business operations. Knowing that FAS wants to transform their acquisition systems we pulled together an IBM team that has come up with an approach to reaching this GSA goal. We would like to meet and share our point of view with you and your team at your convenience.

Thank you,

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6)@us.ibm.com  
703-608-1827

**Subject:** Re: IBM/Ariba Partnership briefing  
**Date:** Fri, 26 Jan 2018 14:38:55 -0500  
**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>, Judith Zawatsky - Q0A  
<judith.zawatsky@gsa.gov>  
**Cc:** (b) (6) - Q-C <(b) (6)@gsa.gov>  
**Message-ID:** <CADZwdKq8cd+nbO28nbH7s4\_JH9c51WcoeeQARyOrMYpiVz4OOQ@mail.gmail.com>  
**MD5:** 162158ee9552de68f71b5ba533c200ec

(b) (6) please coordinate with Alex Mobeka on copy. She can work calendars for all three of us.

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Alex Mobeka at (b) (6) [gsa.gov](mailto:(b) (6)@gsa.gov)

On Fri, Jan 26, 2018 at 2:02 PM, (b) (6) <(b) (6)@us.ibm.com> wrote:

Alan,

I am writing to coordinate a date and time for IBM and Ariba to come and brief you, Laura and Dave on the IBM/Ariba partnership. We would need an hour and some time in mid-February would be great.

Let me know who I should work with to coordinate this meeting.

Have a great weekend,

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6) [us.ibm.com](mailto:(b) (6)@us.ibm.com)  
[703-608-1827](tel:703-608-1827)

**Subject:** IBM/Ariba Partnership briefing  
**Date:** Fri, 26 Jan 2018 14:02:08 -0500  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** "Alan Thomas - Q" <alan.thomas@gsa.gov>  
**Message-ID:** <OF433D7702.B03D4D80-ON00258221.00684A7D-85258221.00689128@notes.na.collabserv.com>  
**MD5:** 3bb804c1b06a7e962c51967c433a61c0

Alan,

I am writing to coordinate a date and time for IBM and Ariba to come and brief you, Laura and Dave on the IBM/Ariba partnership. We would need an hour and some time in mid-February would be great.

Let me know who I should work with to coordinate this meeting.

Have a great weekend,

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6)@us.ibm.com  
703-608-1827

**Subject:** Re: Voice of Customer  
**Date:** Wed, 17 Jan 2018 20:10:58 +0000  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** "Erville Koehler - QC" <erville.koehler@gsa.gov>  
**Cc:** "Alan Thomas - Q" <alan.thomas@gsa.gov>, "(b) (6)" <(b) (6)@us.ibm.com>  
**Message-ID:** <OFF8794477.2B0762F8-ON00258218.006EDE29-1516219858405@notes.na.collabserv.com>  
**MD5:** 8d15714b35630203eb263b906db984db

Alan, Thank you again for your time today and the introduction to Erv.

Erv,  
Bringing in (b) (6) our Voice of the client lead who can give you more details about what we did for Army LOGSA.

(b) (6)

(b) (6)

703-608-1827

IBM US Federal

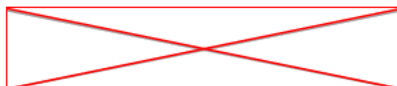
On Jan 17, 2018, at 2:52 PM, Erville Koehler - QC <[erville.koehler@gsa.gov](mailto:erville.koehler@gsa.gov)> wrote:

Thanks Alan. Is there any way I can get a copy of the survey? I like the idea of going after some larger key customers on a more direct basis.

Erv Koehler  
Assistant Commissioner

GSA Federal Acquisition Service  
Office of Customer and Stakeholder Engagement

1800 F. Street N.W.  
Washington, DC 20405  
404-909-2192



The [Acquisition Gateway](#), built by GSA, helps federal government buyers from all agencies act as one acquisition community. Our goal is to help make government acquisition great. Please visit it today.

On Wed, Jan 17, 2018 at 2:13 PM, Alan Thomas - Q <[alan.thomas@gsa.gov](mailto:alan.thomas@gsa.gov)> wrote:

Erv,

I met with IBM today to participate in a "Voice of the Customer" survey. IBM recently used this same process for a leader in Army LOGSA to interview his internal customers. I don't know all the initiatives you have going in CASE but thought this might be an interesting way to gather feedback with a few of our largest and most important customers.

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Alex Mobeka at (b) (6) [gsa.gov](mailto:(b) (6)@gsa.gov)

**Subject:** Re: Happy New Year  
**Date:** Tue, 2 Jan 2018 12:20:24 -0500  
**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>  
**Message-ID:** <CADZwdKpE38Y0OG11WMkKgZ=izggKgqFGd1W6sZpYj3reyafFag@mail.gmail.com>  
**MD5:** b3fc2cadba304d11ab30b89b339c3f01

Hi Hiten,

Thanks for the note and Happy New Year to you as well! Best to you and yours for a safe and prosperous 2018.

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Alex Mobeka at (b) (6)@gsa.gov

On Tue, Jan 2, 2018 at 10:35 AM, (b) (6) <(b) (6)@us.ibm.com> wrote:

Alan,

It was nice to be introduced at Artlin's holiday party. Wish you a Happy New Year and hope this year brings more success to GSA, you, and your family.

Regards,  
Hiten

(b) (6) PMP®  
(b) (6) NARA ERA  
(b) (6) US Federal Team  
IBM Global Business Services

Phone: 1-703-943-1617 | Mobile:

(b) (6)  
E-mail: (b) (6)@us.ibm.com

2300 Dulles Station Blvd  
Herndon, VA 20171-6133  
United States

**Subject:** Re: Great meeting you today  
**Date:** Wed, 7 Mar 2018 08:57:01 -0500  
**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>  
**Message-ID:** <CADZwdKrgZLDOML9CDSN8RZ=GhnRCTypLmZcPf\_XmS+BiQVEgQQ@mail.gmail.com>  
**MD5:** e10d8c6a5d167843b34e1ced0b5787d9

Hi (b) (6)

Thanks for stopping by and for your support of the FAS and broader GSA team. We value the partnership with IBM. Make sure to say hi to Rob Wu for me.

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Alex Mobeka at (b) (6) [gsa.gov](mailto:(b) (6)@gsa.gov)

On Tue, Mar 6, 2018 at 6:12 PM, (b) (6) <(b) (6)@us.ibm.com> wrote:

Alan,

Glad to have finally met you today at GSA. I am respectful of the fact that you get a lot of visitors, and there's already a ton of people from IBM that come to see you.

All the best in your new role. We are super excited to support your vision for FAS.

I represent IBM Services, and report to Paul Kayatta (whom you've met), VP and Lead Account Partner for GSA.

Let me know if there's anything I can do for you.

Best Regards,

(b) (6)

Regards,

(b) (6)  
(b) (6) Business Services  
Industry Account Manager, General Services Administration  
Federal Civilian Agencies, US Federal

Mobile: (b) (6)  
E-mail: (b) (6) [us.ibm.com](mailto:(b) (6)@us.ibm.com)  
Find me on: [in](#) and within IBM on: [s](#)



[6710 Rock edge Drive](#)  
[Bethesda, MD 20817](#)  
[United States](#)

**Subject:** Invitation: Meet & Greet w/ (b) (6) (b) (6) @ Mon Dec 18, 2017 11am - 12pm (EST)  
(b) (6) us.ibm.com)  
**Date:** Fri, 08 Dec 2017 18:28:49 +0000  
**From:** alan.thomas@gsa.gov  
**To:** (b) (6) us.ibm.com, (b) (6) us.ibm.com, judith.zawatsky@gsa.gov,  
(b) (6) us.ibm.com  
**Message-ID:** <001a114222f619a0ce055fd85bd7@google.com>  
**MD5:** 2590fa52914841425711acdfde9294fd  
**Attachments:** invite.ics

[more details »](#)

## Meet & Greet w/ (b) (6) (b) (6)

<b>When</b>	Mon Dec 18, 2017 11am – 12pm Eastern Time
<b>Where</b>	GSA Central Office (1800 F Street NW), Conference Room 6128 ( <a href="#">map</a> )
<b>Calendar</b>	(b) (6) us.ibm.com
<b>Who</b>	OMDOX alan.thomas@gsa.gov - organizer
	OMDOX (b) (6) gsa.gov - creator
	OMDOX (b) (6) us.ibm.com
	OMDOX judith.zawatsky@gsa.gov
	OMDOX (b) (6) us.ibm.com
	OMDOX (b) (6) us.ibm.com

Meet & Greet between (b) (6) (b) (6) IBM VP in charge of IBM's Internal Procurement Transformation and Operations, and FAS Commissioner Thomas.

(b) (6) could share with you how IBM over the past 20 years has transformed and continues to transform our procurement operations to lower operational expenses and improve customer experience and business process. A quick snapshot of some of the results of this ongoing transformation are below. (b) (6) has been brought in to share IBM's procurement transformation experience and lessons learned with OMB and a congressional subcommittee. He is interested in sharing IBM's journey with you and see if he can offer some lessons learned from industry.

Thank you,

(b) (6)

Please call (b) (6) for an escort.

Going? [Yes](#) - [Maybe](#) - [No](#) [more options »](#)

Invitation from [Google Calendar](#)

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**Subject:** Invitation: IBM Voice of the Client Interview @ Wed Jan 17, 2018 10am - 11am (EST)  
(b) (6) us.ibm.com)  
**Date:** Mon, 11 Dec 2017 17:56:48 +0000  
**From:** alan.thomas@gsa.gov  
**To:** (b) (6) us.ibm.com, epence@us.ibm.com, (b) (6) us.ibm.com  
**Cc:** judith.zawatsky@gsa.gov, marissa.burkett@gsa.gov  
**Message-ID:** <001a1143f0341d483a05601442e2@google.com>  
**MD5:** 1bac8047c8c8f985d9d34c508a9658da  
**Attachments:** invite.ics

[more details »](#)

## IBM Voice of the Client Interview

<i>When</i>	Wed Jan 17, 2018 10am – 11am Eastern Time
<i>Where</i>	GSA Central Office (1800 F Street NW), Conference Room 6128 ( <a href="#">map</a> )
<i>Calendar</i>	(b) (6) us.ibm.com
<i>Who</i>	OMDOX alan.thomas@gsa.gov - organizer OMDOX (b) (6) gsa.gov - creator OMDOX (b) (6) s.ibm.com OMDOX (b) (6) us.ibm.com OMDOX (b) (6) us.ibm.com OMDOX judith.zawatsky@gsa.gov V - optional OMDOX marissa.burkett@gsa.gov V - optional

I would like to introduce you to (b) (6) one of our Executives leading our “Voice of the Client” Program. This is a program which enables us to have an Executive, outside our account team, speak with you about IBM and your program.

This initiative is crucial for IBM to hear from our most important clients to have a good understanding of how both existing and potential clients view IBM in the marketplace. The conversation is also a way for us to further understand what challenges clients are facing and potential disruptions in the marketplace. On a quarterly basis, we aggregate a client data, so that we can make improvements and/or provide additional innovations and thought leadership.

Please call (b) (6) for an escort.

Going? [Yes](#) - [Maybe](#) - [No](#) [more options »](#)

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**Subject:** Invitation: Meet & Greet w/ (b) (6) (b) (6) @ Mon Dec 18, 2017 11am - 12pm (EST)  
(b) (6) us.ibm.com)  
**Date:** Tue, 05 Dec 2017 17:16:51 +0000  
**From:** alan.thomas@gsa.gov  
**To:** (b) (6) us.ibm.com, (b) (6) us.ibm.com, judith.zawatsky@gsa.gov,  
(b) (6) us.ibm.com  
**Message-ID:** <001a1143d34a337f84055f9b0004@google.com>  
**MD5:** 201e575cafbac2481d6f0de83c9c5e78  
**Attachments:** invite.ics

[more details »](#)

## Meet & Greet w/ (b) (6) (b) (6)

<b>When</b>	Mon Dec 18, 2017 11am – 12pm Eastern Time
<b>Where</b>	GSA Central Office (1800 F Street NW), Conference Room 6128 ( <a href="#">map</a> )
<b>Calendar</b>	(b) (6) us.ibm.com
<b>Who</b>	OMDOX alan.thomas@gsa.gov - organizer
	OMDOX (b) (6) gsa.gov - creator
	OMDOX (b) (6) us.ibm.com
	OMDOX (b) (6) us.ibm.com
	OMDOX judith.zawatsky@gsa.gov
	OMDOX (b) (6) us.ibm.com

Meet & Greet between (b) (6) (b) (6) IBM VP in charge of IBM's Internal Procurement Transformation and Operations, and FAS Commissioner Thomas.

(b) (6) could share with you how IBM over the past 20 years has transformed and continues to transform our procurement operations to lower operational expenses and improve customer experience and business process. A quick snapshot of some of the results of this ongoing transformation are below. (b) (6) has been brought in to share IBM's procurement transformation experience and lessons learned with OMB and a congressional subcommittee. He is interested in sharing IBM's journey with you and see if he can offer some lessons learned from industry.

Thank you,

(b) (6)

Please call (b) (6) @ (b) (6) for an escort.

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**Subject:** Invitation: Meet & Greet w/ (b) (6) (b) (6) @ Mon Dec 18, 2017 11am - 12pm  
(judith.zawatsky@gsa.gov)  
**Date:** Tue, 05 Dec 2017 17:16:51 +0000  
**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** judith.zawatsky@gsa.gov, (b) (6) us.ibm.com, (b) (6) us.ibm.com,  
(b) (6) us.ibm.com  
**Message-ID:** <001a113cfd0032a2f5055f9b0023@google.com>  
**MD5:** edd3d70ebceecdc022045ab807a7b215  
**Attachments:** invite.ics

[more details »](#)

## Meet & Greet w/ (b) (6) (b) (6)

Meet & Greet between (b) (6) (b) (6) IBM VP in charge of IBM's Internal Procurement Transformation and Operations, and FAS Commissioner Thomas.

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Thank you,

(b) (6)

Please call (b) (6) for an escort.

<b>When</b>	Mon Dec 18, 2017 11am – 12pm Eastern Time
<b>Where</b>	GSA Central Office (1800 F Street NW), Conference Room 6128 ( <a href="#">map</a> )
<b>Calendar</b>	judith.zawatsky@gsa.gov
<b>Who</b>	<div>AMDOX alan.thomas@gsa.gov - organizer</div> <div>AMDOX (b) (6) gsa.gov - creator</div> <div>AMDOX (b) (6) us.ibm.com</div> <div>AMDOX judith.zawatsky@gsa.gov</div> <div>AMDOX (b) (6) us.ibm.com</div> <div>AMDOX (b) (6) us.ibm.com</div>

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Subject: Re: (b) (6) IBM VP Procurement Transformation and Operations  
Date: Tue, 28 Nov 2017 08:00:12 -0500  
From: Alan Thomas - Q <alan.thomas@gsa.gov>  
To: (b) (6) <(b) (6)@us.ibm.com>, (b) (6) <(b) (6)@gsa.gov> - Q-C  
Message-ID: <CADZwdKoxW=A4603Ly+yCBK2xPvVvmnoFc1NWFZJZfje49Qvugw@mail.gmail.com>  
MD5: b3bfa131df4d33ddd891df2edf40a51b

(b) (6) thanks for the information. Alex, can you please find 30 minutes on December 18th?

On Nov 27, 2017 6:11 PM, "(b) (6)" <(b) (6)@us.ibm.com> wrote:  
Alan,

I hope you had a wonderful Thanksgiving. I enjoyed the GSA FAS focus session at ELC and hearing from you and your leadership team about the FAS priorities to modernize and transform FAS's acquisition systems and processes. I thought it would be valuable for you to meet with the IBM VP, (b) (6) that is in charge of IBM's Internal Procurement Transformation and operations. (b) (6) could share with you how IBM over the past 20 years has transformed and continues to transform our procurement operations to lower operational expenses and improve customer experience and business process. A quick snap shot of some the results of this ongoing transformation are below. (b) (6) has been brought in to share IBM's procurement transformation experience and lessons learned with OMB and a congressional subcommittee. He is interested in sharing IBM's journey with you and see if he can offer some lessons learned from industry.

(b) (6) will be in DC the week of Dec 18th if you have time for a face to face meeting let me know and I can work with (b) (6) to get some time on your calendar.

Thank you,

(b) (6)

## IBM Procurement journey continues to provide results

	BEFORE	TODAY
Cost Savings Contribution	?	\$7.2B
Sourcing Expertise In Place	<10%	100%
Supplier Network	No	Global (14K)
Client Satisfaction	< 50%	92.8%
Contract Management	Non-std / Manual	Enterprise Contract Management
PO Processing Cycle Time	5-30 Days	Hours
Electronic Purchase Orders to Suppliers	30%	100%
Buyer-less ("Hands-Free") Transactions	0%	90%
Electronic Invoices	<20%	96%
Data Warehouse	Manual	Integrated
Compliance	50%	>99%
148k Active Contracts	1,120k Purchase Orders	2213 Client Wins supported
		\$49.7B Spend Managed

(b) (6)

IBM US Federal Client Executive  
GSA

(b) (6) [us.ibm.com](mailto:us.ibm.com)  
[703-608-1827](tel:703-608-1827)

**Subject:** Invitation: IBM Voice of the Client Interview @ Wed Jan 17, 2018 10am - 11am (marissa.burkett@gsa.gov)  
**Date:** Mon, 11 Dec 2017 17:56:48 +0000  
**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** (b) (6) us.ibm.com, (b) (6) us.ibm.com, (b) (6) us.ibm.com  
**Cc:** marissa.burkett@gsa.gov, judith.zawatsky@gsa.gov  
**Message-ID:** <94eb2c14c6ea21a466056014423a@google.com>  
**MD5:** eadfffee3063a5cf41b34be4d1d02704  
**Attachments:** invite.ics

[more details »](#)

## IBM Voice of the Client Interview

I would like to introduce you to (b) (6) one of our Executives leading our "Voice of the Client" Program. This is a program which enables us to have an Executive, outside our account team, speak with you about IBM and your program.

This initiative is crucial for IBM to hear from our most important clients to have a good understanding of how both existing and potential clients view IBM in the marketplace. The conversation is also a way for us to further understand what challenges clients are facing and potential disruptions in the marketplace. On a quarterly basis, we aggregate all client data, so that we can make improvements and/or provide additional innovations and thought leadership.

Please call (b) (6) @ (b) (6) for an escort.

**When** Wed Jan 17, 2018 10am – 11am Eastern Time

**Where** GSA Central Office (1800 F Street NW),  
Conference Room 6128 ([map](#))

**Calendar** marissa.burkett@gsa.gov

<b>Who</b>	CMDOX	alan.thomas@gsa.gov - organizer
	CMDOX	(b) (6) gsa.gov - creator
	CMDOX	(b) (6) us.ibm.com
	CMDOX	(b) (6) us.ibm.com
	CMDOX	(b) (6) us.ibm.com
	CMDOX	marissa.burkett@gsa.gov - optional
	CMDOX	judith.zawatsky@gsa.gov - optional

Your attendance is optional.

Going? [Yes](#) - [Maybe](#) - [No](#) [more options »](#)

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You are receiving this email at the account marissa.burkett@gsa.gov because you are subscribed for invitations on calendar marissa.burkett@gsa.gov.

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**Subject:** Invitation: IBM Voice of the Client Interview @ Wed Jan 17, 2018 10am - 11am (EST)  
**Date:** Mon, 11 Dec 2017 17:56:48 +0000  
**From:** alan.thomas@gsa.gov  
**To:** (b) (6) us.ibm.com, epence@us.ibm.com, (b) (6) us.ibm.com  
**Cc:** judith.zawatsky@gsa.gov, marissa.burkett@gsa.gov  
**Message-ID:** <94eb2c07e2e620231905601442ca@google.com>  
**MD5:** 5fab41632688a9d593b946ecb7215a58  
**Attachments:** invite.ics

[more details »](#)

## IBM Voice of the Client Interview

<i>When</i>	Wed Jan 17, 2018 10am – 11am Eastern Time
<i>Where</i>	GSA Central Office (1800 F Street NW), Conference Room 6128 ( <a href="#">map</a> )
<i>Calendar</i>	(b) (6) us.ibm.com
<i>Who</i>	OMDOX alan.thomas@gsa.gov - organizer OMDOX (b) (6) gsa.gov - creator OMDOX (b) (6) us.ibm.com OMDOX (b) (6) us.ibm.com OMDOX (b) (6) us.ibm.com OMDOX judith.zawatsky@gsa.gov V - optional OMDOX marissa.burkett@gsa.gov V - optional

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Please call (b) (6) @ (b) (6) for an escort.  
Going? [Yes](#) - [Maybe](#) - [No](#) [more options »](#)

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Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More](#).

**Subject:** Background on IBM Digital Reinvention Transformation Approach  
**Date:** Thu, 8 Mar 2018 00:12:04 +0000  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** "Alan Thomas - Q" <alan.thomas@gsa.gov>  
**Message-ID:** <OF73F71424.BB2A541F-ON00258249.0082E4E4-8525824A.00011AB7@notes.na.collabserv.com>  
**MD5:** 956929c8872e56b264c44089e313777a  
**Attachments:** Digital Strategy Competitive Landscape (Source Global 2018).pptx

Alan,

A week or so ago I sent you a request to come in and discuss the approach we have used with many client's to transform their business to be client centric. IBM has trade marked this approach and it is called Digital Reinvention. You asked me to send you a description of the approach. I asked (b) (6) from our Digital Reinvention team to put a high level description of our approach together for your review. We would like to have a meeting to describe this approach in more detail.

Thank you so much,

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6)@us.ibm.com  
703-608-1827

\*\*\*\*\*

(b) (6)

Thank you for connecting and for sharing GSA's current strategic plan. The plan sets an ambitious agenda, but in many ways it's similar to strategies we've seen other large enterprise clients undertake in order to improve stakeholder satisfaction, and meet other objectives. These plans also have in common their sharp focus on what needs to be done, but how to do it is often less clear. That's where our Digital Reinvention™ methodology can really help.

We've successfully applied our unique Digital Reinvention™ approach with dozens of market leading clients in recent years. In fact, we also use this approach in IBM's own ongoing transformation. We continue to improve the Digital Reinvention™ toolkit. Most of the time tailoring is needed to meet client specific needs. Doubtless that would be the case with GSA given their novel operating model of being a fee-for-service agency that serves other Federal agencies. In my quick assessment, our methodology seems most applicable to GSA's strategic objectives 2.1, 2.2, 2.3, 3.1, 3.2, and 4.1.

If Alan Thomas or other GSA leaders want to get a better sense of how Digital Reinvention™ could help GSA, we've already shared a lot of our knowledge across various public channels (see links below), so much so that we recently trademarked the term:  
<https://www.youtube.com/watch?v=Bc3mCTV7nui>  
<https://www.youtube.com/watch?v=E1hVdpwUWjY>  
<https://www-935.ibm.com/services/ibmix/>  
<https://www-935.ibm.com/services/us/gbs/thoughtleadership/draction/>

Some things that make our Digital Reinvention™ methodology unique and especially relevant for GSA ::

- Uncompromising focus on experience as the key driver and figure of merit for all digital investments
- Seamless end-to-end integration of Design Thinking and Agile principles and methods
- The ability to work with a diverse and growing palette of digital technologies (i.e., big data, AI intelligence, cloud, blockchain, IoT, social, etc.)
- Treating data as a corporate asset and finding new ways to create value from data



Emphasis on platforms & ecosystems that deliver new capabilities, rather than point solutions

Our approach to Digital Reinvention™ (and the graphics/video/papers I've attached/linked) really warrants some explanation and I welcome the chance to meet with GSA leadership to discuss this further.

Thank you,

(b) (6)  
(b) (6) IX

Business Strategy CoC

Phone: 571-643-1236

Email: (b) (6) [ibm.com](mailto:(b) (6)@ibm.com)

**Subject:** Re: (b) (6) IBM VP Procurement Transformation and Operations  
**Date:** Tue, 28 Nov 2017 19:35:52 +0000  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**Cc:** Alexandra Mobeka - Q-C <alexandra.mobeka@gsa.gov>  
**Message-ID:** <OF54DCD6CE.6627F5F2-ON002581E6.006B991B-852581E6.006BA82C@notes.na.collabserv.com>  
**MD5:** f410b9378c67fa2862528b65f8161ab7

Alan,  
Thank you.

Alex,  
Let me know what times will work for Alan on the 18th?

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6)@us.ibm.com  
703-608-1827

---

**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>, (b) (6) - Q-C <(b) (6)@gsa.gov>  
**Date:** 11/28/2017 08:00 AM  
**Subject:** Re: (b) (6) IBM VP Procurement Transformation and Operations

---

(b) (6) thanks for the information. Alex, can you please find 30 minutes on December 18th?

On Nov 27, 2017 6:11 PM, "(b) (6)" <(b) (6)@us.ibm.com> wrote:

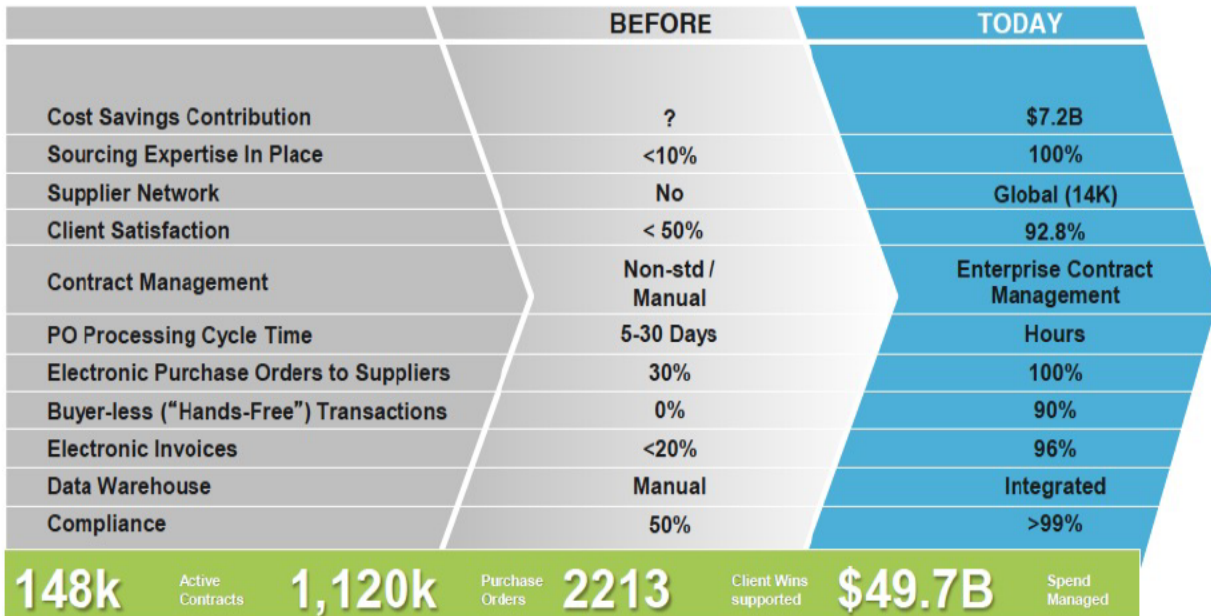
Alan,  
I hope you had a wonderful Thanksgiving. I enjoyed the GSA FAS focus session at ELC and hearing from you and your leadership team about the FAS priorities to modernize and transform FAS's acquisition systems and processes. I thought it would be valuable for you to meet with the IBM VP, (b) (6) (b) (6) that is in charge of IBM's Internal Procurement Transformation and operations. (b) (6) could share with you how IBM over the past 20 years has transformed and continues to transform our procurement operations to lower operational expenses and improve customer experience and business process. A quick snap shot of some the results of this ongoing transformation are below. (b) (6) has been brought in to share IBM's procurement transformation experience and lessons learned with OMB and a congressional subcommittee. He is interested in sharing IBM's journey with you and see if he can offer some lessons learned from industry.

(b) (6) will be in DC the week of Dec 18th if you have time for a face to face meeting let me know and I can work with Colby to get some time on your calendar.

Thank you,

(b) (6)

IBM Procurement journey continues to provide results



(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6) [us.ibm.com](mailto:us.ibm.com)  
[703-608-1827](tel:703-608-1827)

**Subject:** Invitation: Meet & Greet w/ (b) (6) (b) (6) @ Mon Dec 18, 2017 11am - 12pm (EST)  
(b) (6) us.ibm.com)  
**Date:** Tue, 05 Dec 2017 17:16:51 +0000  
**From:** alan.thomas@gsa.gov  
**To:** (b) (6) us.ibm.com, (b) (6) us.ibm.com, (b) (6) us.ibm.com,  
judith.zawatsky@gsa.gov  
**Message-ID:** <001a11410b7030153f055f9b00b1@google.com>  
**MD5:** 19cbfb67bbe1ca5409525202ac30ca0a  
**Attachments:** invite.ics

[more details »](#)

## Meet & Greet w/ (b) (6) (b) (6)

<b>When</b>	Mon Dec 18, 2017 11am – 12pm Eastern Time
<b>Where</b>	GSA Central Office (1800 F Street NW), Conference Room 6128 ( <a href="#">map</a> )
<b>Calendar</b>	(b) (6) us.ibm.com
<b>Who</b>	OMDOX alan.thomas@gsa.gov - organizer OMDOX (b) (6) gsa.gov - creator OMDOX (b) (6) us.ibm.com OMDOX (b) (6) us.ibm.com OMDOX judith.zawatsky@gsa.gov OMDOX (b) (6) us.ibm.com

Meet & Greet between (b) (6) (b) (6) IBM VP in charge of IBM's Internal Procurement Transformation and Operations, and FAS Commissioner Thomas.

(b) (6) could share with you how IBM over the past 20 years has transformed and continues to transform our procurement operations to lower operational expenses and improve customer experience and business process. A quick snap shot of some the results of this ongoing transformation are below. (b) (6) has been brought in to share IBM's procurement transformation experience and lessons learned with OMB and a congressional subcommittee. He is interested in sharing IBM's journey with you and see if he can offer some lessons learned from industry.

Thank you,  
(b) (6)

Please call (b) (6) @ (b) (6) for an escort.

Going? [Yes](#) - [Maybe](#) - [No](#) [more options »](#)

Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account (b) (6) us.ibm.com because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More.](#)

**Subject:** IBM Voice of The Client Interview Invitation  
**Date:** Fri, 24 Nov 2017 16:17:30 +0000  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** alan.thomas@gsa.gov  
**Cc:** "(b) (6)" <(b) (6)@us.ibm.com>, "(b) (6)" <(b) (6)@us.ibm.com>, "(b) (6)" <(b) (6)@us.ibm.com>, "(b) (6)" <(b) (6)@us.ibm.com>  
**Message-ID:** <OF6A06449F.F305EDBC-ON002581E2.0055854D-002581E2.00597E7F@notes.na.collabserv.com>  
**MD5:** 9ff8a1165b5cfd871e93d99ae05f1b80

Dear Mr. Thomas,

I would like to introduce you to (b) (6) one of our Executives leading our "Voice of the Client" Program. This is a program which enables us to have an Executive, outside our account team, speak with you about IBM and your program.

This initiative is crucial for IBM to hear from our most important clients to have a good understanding of how both existing and potential clients view IBM in the marketplace. The conversation is also a way for us to further understand what challenges clients are facing and potential disruptions in the marketplace. On a quarterly basis, we aggregate all client data, so that we can make improvements and/or provide additional innovations and thought leadership.

We would like to plan for an hour of your time, at your convenience, for ToniAnn to come meet with you. May I have a few available dates and times that work for you, so that I can schedule this meeting?

Thank you, and we sincerely look forward to speaking with you.

(b) (6)  
Public Service Voice of The Client Program  
IBM Global Business Services  
Senior Consultant  
Mobile: (b) (6)  
E-mail: (b) (6)@us.ibm.com

**Subject:** Re: IBM executive team introduction  
**Date:** Thu, 31 Aug 2017 18:10:01 -0400  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**Cc:** Colby Sheffer - ZCA <colby.sheffer@gsa.gov>, Judith Zawatsky - Q0A <judith.zawatsky@gsa.gov>  
**Message-ID:** <OF20A7496D.B2EFAD6C-ON0025818D.0079B977-8525818D.0079C45B@notes.na.collabserv.com>  
**MD5:** 1d3c8cb71298fb023953f0f7e465d067

Alan,  
Thank you.

Colby,  
Let me know what works best for Alan.

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6)@us.ibm.com  
703-608-1827

**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>  
**Cc:** Colby Sheffer - ZCA <colby.sheffer@gsa.gov>, Judith Zawatsky - Q0A <judith.zawatsky@gsa.gov>  
**Date:** 08/31/2017 05:48 PM  
**Subject:** Re: IBM executive team introduction

---

Hi (b) (6)

Sounds good. Colby Sheffer is cc'd and will get it on the schedule.

On Thu, Aug 31, 2017 at 3:16 PM, (b) (6) <(b) (6)@us.ibm.com> wrote:  
Alan,  
Welcome to GSA. I am the IBM Client Executive for GSA and have responsibility for all of IBM solutions and services at GSA. IBM and GSA FAS have been working together to bring innovative solutions to your clients for the past eight years. I think I met you virtually once but would like to set up a 30 minute introductory meeting with you to discuss where IBM services and solutions are in FAS today and hear your goals and plans for FAS in the future. I will bring the IBM GBS VP and Partner for GSA, Paul Kayatta along with me. Let me know who I should work with to get time on your calendar and I really look forward to meeting you.

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6)@us.ibm.com  
[703-608-1827](tel:703-608-1827)

--

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Colby Sheffer at [colby.sheffer@gsa.gov](mailto:colby.sheffer@gsa.gov)

**Subject:** Re: Opening of IBM Public Sector Design Center October 18th  
**Date:** Wed, 4 Oct 2017 10:59:06 +0000  
**From:** "(b) (6)" <(b) (6) us.ibm.com>  
**To:** Mary Davie - Q1 <mary.davie@gsa.gov>  
**Cc:** Alan Thomas - Q <alan.thomas@gsa.gov>, (b) (6) <(b) (6) us.ibm.com>, (b) (6) <(b) (6) us.ibm.com>, (b) (6) <(b) (6) us.ibm.com>, (b) (6) <(b) (6) us.ibm.com>  
**Message-ID:** <OFB3C7A7CB.6E6D3488-ON002581AF.003B8805-852581AF.003C57F0@notes.na.collabserv.com>  
**MD5:** 3b030fbfd1d29cc96fd3ea89fcd72b8e

Mary,

Thank you for your quick response. Yes please forward to the other FAS execs.  
Thank you again and we will have you and Alan here another time. This Dedicated Public Sector design Studio is part of IBM's commitment to end user focused design in all our solutions.

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6) us.ibm.com  
703-608-1827

**From:** Mary Davie - Q1 <mary.davie@gsa.gov>  
**To:** (b) (6) <(b) (6) us.ibm.com>  
**Cc:** (b) (6) <(b) (6) us.ibm.com>, (b) (6) <(b) (6) us.ibm.com>, (b) (6) <(b) (6) us.ibm.com>, Alan Thomas - Q <alan.thomas@gsa.gov>  
**Date:** 10/03/2017 07:01 PM  
**Subject:** Re: Opening of IBM Public Sector Design Center October 18th

---

Hello (b) (6) - thanks so much for the invitation. Alan and I are on travel that day but I'll certainly pass on the information to other FAS execs if ok with you. Mary

Mary A. Davie  
Deputy Commissioner  
Federal Acquisition Service  
General Services Administration  
1800 F Street NW  
Washington DC 20405  
Main: 202.357.5844  
[mary.davie@gsa.gov](mailto:mary.davie@gsa.gov)

On Oct 3, 2017 4:41 PM, "(b) (6)" <(b) (6) us.ibm.com> wrote:  
Alan and Mary,  
I wanted to extend an invitation to attend the grand opening of IBM's Public Sector Design Studio on October 18th. The new center is located in the Hamilton Square building 1440 G Street. NW, across from the Willard Hotel.  
We will have the (b) (6) IBM General Manager of User Design and (b) (6) IBM North America Digital Strategy Leader in town for this event and are available to meet to discuss what IBM is doing to help our clients improve their client experience.  
Let me know if you are interested,  
Thank you,  
(b) (6)



## Your Future is Now. Imagine It. Design It. Build It.

Please join us as we celebrate the  
opening of IBM Studios, Washington DC

Location: WeWork White House, 1440 G St. NW

**Tuesday, October 17, 2017**  
***The Loop* Short Film Premiere**  
**6:00pm-8:00pm**

Watch the global premier of the short film created by InVision that describes how IBM used design to transform our enterprise and engage in a discussion on the role of design and design thinking in the digital reinvention of Public Service.

**Wednesday, October 18, 2017**  
**Studio Launch Events**  
**(8:30am - 10:00am, 11:30am - 1:00pm, 2:30pm - 4:00pm)**

Learn how IBM is using a design driven approach to accelerate the pace to achieve outcomes for our clients and their clients. Meet IBM's design and public service leaders and see examples of our work. Discover how you can use the studio to imagine, design and build your future.

## RSVP HERE!

*Follow the Buzz and Join Us!*



**Subject:** Re: IBM executive team introduction  
**Date:** Thu, 31 Aug 2017 17:48:21 -0400  
**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>  
**Cc:** Colby Sheffer - ZCA <colby.sheffer@gsa.gov>, Judith Zawatsky - Q0A <judith.zawatsky@gsa.gov>  
**Message-ID:** <CADZwdKr8ujjY8B9NyFWx77RTUbCg1DJddvinx84x5R9645mZ6Q@mail.gmail.com>  
**MD5:** 2517909d0623895eab6976199af71d26

Hi (b) (6)

Sounds good. Colby Sheffer is cc'd and will get it on the schedule.

On Thu, Aug 31, 2017 at 3:16 PM, (b) (6) <(b) (6)@us.ibm.com> wrote:

Alan,

Welcome to GSA. I am the IBM Client Executive for GSA and have responsibility for all of IBM solutions and services at GSA. IBM and GSA FAS have been working together to bring innovative solutions to your clients for the past eight years. I think I met you virtually once but would like to set up a 30 minute introductory meeting with you to discuss where IBM services and solutions are in FAS today and hear your goals and plans for FAS in the future. I will bring the IBM GBS VP and Partner for GSA, (b) (6) along with me. Let me know who I should work with to get time on your calendar and I really look forward to meeting you.

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6)@us.ibm.com  
[703-608-1827](tel:703-608-1827)

--

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Colby Sheffer at [colby.sheffer@gsa.gov](mailto:colby.sheffer@gsa.gov)

**Subject:** IBM Voice of The Client follow-up  
**Date:** Fri, 1 Mar 2019 10:14:28 +0000  
**From:** "(b) (6)" <(b) (6)us.ibm.com>  
**To:** alan.thomas@gsa.gov  
**Message-ID:** <OFC296C350.8736F121-ON002583B0.0038419F-002583B0.003841A6@notes.na.collabserv.com>  
**MD5:** 63d66e9079459fcc2828029ae42e9459

Hi, Good Morning Alan,

Does either March 25th or April 4th work for you to meet with (b) (6) ?

Thanks in advance,  
John

**From:** "(b) (6)" <(b) (6)us.ibm.com>  
**Date:** February 26, 2019 at 12:44:11 AM GMT+5:30  
**To:** alan.thomas@gsa.gov  
**Cc:** "(b) (6)" <(b) (6)us.ibm.com>  
**Subject:** IBM Voice of The Client Interview with (b) (6) and (b) (6)

Dear Mr. Thomas,

*I hope all has been well with you. If you recall, this past year (b) (6) and I conducted an IBM Voice of The Client interview with you. This year if you are amenable, we like to conduct the same type of interview with you, pairing you up with (b) (6) our Managing Director of Public Service and (b) (6) our Vice President and Partner for our Digital Service Line.*

*I took a look at (b) (6) schedule and they have a couple time frames open I would like to run past you:*

*Monday, March 25th from 3pm to 5pm  
Thursday, April 4th from 3pm to 5pm*

*Do either of these time frames work for you? The discussion takes about an hour. If these do not work, please shoot me a few additional recommendations and I will do some re-investigation.*

*IBM is fully dedicated to our clients' success, and part of that dedication involves listening to our clients to learn what we can do better and how we can better serve you. Our clients are our number 1 priority. The VoTC program carefully selects an executive, outside the account team in most cases, to speak with you about IBM and your programs to determine how we are delivering against your expectations. This initiative is crucial for IBM to have a strong understanding of how both existing and potential clients view us in the marketplace and allows us to further understand challenges and potential disruptions clients are facing.*

*I know that both (b) (6) are both very excited about meeting up with you.*

*Thanks so much Alan,  
John*

(b) (6)

Client Advocacy Leader

IBM Global Business Services  
Public Service

Associate Partner

E-mail: (b) (6) [us.ibm.com](mailto:(b) (6)@us.ibm.com)

Phone: 202-365-9260

**Subject:** Re: New IBM Center Report on Category Management  
**Date:** Tue, 26 Feb 2019 14:56:27 -0500  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**Message-ID:** <OFB497E023.B946E798-ON002583AD.006D7EBC-852583AD.006D89D3@notes.na.collabserv.com>  
**MD5:** 9e45029f158d07eae95153da77141bf

Thanks again Alan -- it was great to work with you on the awards as well!

Best,

(b) (6)

(b) (6)  
(b) (6) Center for The Business of Government  
IBM Global Business Services  
202-551-9310 (office)  
(b) (6) (cell)  
(b) (6)@us.ibm.com  
twitter.com/(b) (6)

**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** "(b) (6) J. Chenok (b) (6)@us.ibm.com)" <(b) (6)@us.ibm.com>  
**Date:** 02/20/2019 12:54 PM  
**Subject:** Re: New IBM Center Report on Category Management

---

(b) (6)

Thank you for passing this along I will be sure to read it. I very much enjoyed getting to work with you on the FED 100 Awards.

On Wed, Feb 20, 2019, 10:10 AM (b) (6) <(b) (6)@us.ibm.com> wrote:  
Alan --

Hope all's well!

Wanted to let you know that today our Center is releasing a new report on an initiative with high relevance for GSA: *Buying as One: Category Management Lessons from the United Kingdom*, by Anne Laurent, Consortium for Advanced Management International, link here:

<http://www.businessofgovernment.org/report/buying-one-category-management-lessons-united-kingdom>

The CM team at GSA has been great in collaborating with us on this effort.

The report analyzes the United Kingdom's category management initiative, which is among the most advanced in the public sector, and how its greater maturity offers some useful lessons to the U.S. government's more recent efforts on how to increase the adoption rate and address potential challenges.

The final report contains insights based on the U.K. government's implementation efforts and offers recommendations to the U.S. and other governments that may help accelerate or expand their efforts, such as:

- Category management should not be a free-standing initiative but be integrated into broader acquisition reform efforts and have sustained leadership from the top.
- Strategically manage spending and demand by developing greater expertise to analyzing data.
- Strategically manage suppliers that contract with multiple agencies.
- Create better visibility into spending patterns by investing in better data collection regimes.

Hope you find the report of interest. Please feel free to share, and let me know if you have questions or would like more information.

Best,

(b) (6)

(b) (6)  
(b) (6) Center for The Business of Government  
IBM Global Business Services  
202-551-9310 (office)  
(b) (6) (cell)  
(b) (6) [us.ibm.com](mailto:us.ibm.com)  
[twitter.com](https://twitter.com/ibmgov) (b) (6)

**Subject:** Fwd: Fw: IBM Voice of The Client Interview with (b) (6)  
**Date:** Mon, 4 Mar 2019 09:35:09 -0500  
**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** (b) (6) - Q-C <(b) (6)@gsa.gov>  
**Cc:** (b) (6) <(b) (6)@us.ibm.com>  
**Message-ID:** <CADZwdKp2UeqwC=96PxaLj2esweAVETaPtp4dqN9Q9a5WH3OQgg@mail.gmail.com>  
**MD5:** 9e057017286de251b796b4db8e4e09be  
**Attachments:** noname ; noname.jpg

Alex, let's do 4 April for this one if possible.

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Alex Mobeka at [alexandra.mobeka@gsa.gov](mailto:alexandra.mobeka@gsa.gov)

----- Forwarded message -----

**From:** (b) (6) <(b) (6)@us.ibm.com>  
**Date:** Sun, Mar 3, 2019 at 11:16 AM  
**Subject:** Fw: IBM Voice of The Client Interview with (b) (6)  
**To:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**Cc:** (b) (6) - Q-C <(b) (6)@gsa.gov>, (b) (6) <(b) (6)@us.ibm.com>, (b) (6) <(b) (6)@us.ibm.com>

Alan,  
About a year ago (b) (6) and I interviewed you for our IBM Voice of the Client program. We would like to have another VOC interview with you this spring. It would be conducted by (b) (6) the Public Sector VP that I brought along with (b) (6) in the Fall and (b) (6). You have not met (b) (6) yet, she is the Managing Director of IBM Public Service Global Business Services so all US Federal Services reports to her. GSA is one of IBM Federal's top accounts and (b) (6) is excited to meet you. Both (b) (6) are free to meet the following dates and times. If these do not work let me know what dates and times would work in April.

March 25 3:00-4:00; 4:00 - 5:00 PM  
April 4 3:00-4:00; 4:00 - 5:00 PM

Thank you,

(b) (6)

Regards,

(b) (6) Client





----- Forwarded by (b) (6) Bethesda/IBM on 03/03/2019 09:35 PM -----

From: (b) (6) Washington/IBM  
To: [alan.thomas@gsa.gov](mailto:alan.thomas@gsa.gov)  
Cc: (b) (6) Bethesda/IBM@Lotus  
Date: 02/26/2019 12:44 AM  
Subject: IBM Voice of The Client Interview with (b) (6) and (b) (6)

---

Dear Mr. Thomas,

*I hope all has been well with you. If you recall, this past year (b) (6) and I conducted an IBM Voice of The Client interview with you. This year if you are amenable, we like to conduct the same type of interview with you, pairing you up with (b) (6) our Managing Director of Public Service and (b) (6) our Vice President and Partner for our Digital Service Line.*

*I took a look at (b) (6) schedule and they have a couple time frames open I would like to run past you:*

*Monday, March 25th from 3pm to 5pm  
Thursday, April 4th from 3pm to 5pm*

*Do either of these time frames work for you? The discussion takes about an hour. If these do not work, please shoot me a few additional recommendations and I will do some re-investigation.*

*IBM is fully dedicated to our clients' success, and part of that dedication involves listening to our clients to learn what we can do better and how we can better serve you. Our clients are our number 1 priority. The VoTC program carefully selects an executive, outside the account team in most cases, to speak with you about IBM and your programs to determine how we are delivering against your expectations. This initiative is crucial for IBM to have a strong understanding of how both existing and potential clients view us in the marketplace and allows us to further understand challenges and potential disruptions clients are facing.*

*I know that both (b) (6) are both very excited about meeting up with you.*

*Thanks so much Alan,  
John*

**(b) (6)**  
Client Advocacy Leader  
IBM Global Business Services  
Public Service  
Associate Partner  
E-mail: (b) (6) [us.ibm.com](mailto:us.ibm.com)  
Phone: 202-365-9260



**Subject:** Re: Thank you for meeting and follow-up to IBM PEP executive Meeting on Feb 8th  
**Date:** Fri, 22 Feb 2019 07:20:51 -0600  
**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>  
**Cc:** (b) (6) <(b) (6)@us.ibm.com>, (b) (6) <(b) (6)@us.ibm.com>, (b) (6) <spichini@us.ibm.com>  
**Message-ID:** <CADZwdKo6DASEW5U5GPODFVenvnRpf6+1JvhpWgQXDuJo3LKTbQ@mail.gmail.com>  
**MD5:** 1cf3f52978aa2ac522a4c726fefe6fde  
**Attachments:** ecblank.gif ; ecblank.gif ; ecblank.gif ; 16589218.gif ; ecblank.gif ; graycol.gif ; 16589218.gif

(b) (6) thank you for the follow-up and I will pass along to our catalog team.

On Fri, Feb 22, 2019, 7:15 AM (b) (6) <(b) (6)@us.ibm.com> wrote:

Hi Alan. attached below please find an overview of our P2P transformation/lessons learned to date.. (b) (6) is our subject matter expert on the transition and would be happy to host a call with your team if would like to talk through this in more detail.. probably more value in the dialog and discussion than just reading charts.. (b) (6) is on copy, so just let us know if you'd like us to organize a call or if your team will organize and bring Susan in.. thanks..

(b) (6)

*(See attached file: IBM Global Procurement SAP Ariba Transformation E2E Feb 2019.pptx)*

(b) (6) (b) (6)  
(b) (6) Procurement Strategic Sourcing  
IBM Transformation & Operations  
Assistant: (b) (6) (b) (6)@us.ibm.com (b) (6)

Phone: 1-919-254-7820 | Mobile: 1-(b) (6)  
E-mail: (b) (6)@us.ibm.com

3039 E Cornwa is Rd  
Research Triang e Park,  
NC 27709-2195  
United States

✘ Alan Thomas - Q ---02/14/2019 09:24:35 PM---Great, looking forward to seeing the info (b) (6) Best,

From: Alan Thomas - Q <alan.thomas@gsa.gov>  
To: (b) (6) <(b) (6)@us.ibm.com>  
Cc: (b) (6) <(b) (6)@us.ibm.com>, (b) (6) <(b) (6)@us.ibm.com>  
Date: 02/14/2019 09:24 PM  
Subject: Re: Thank you for meeting and follow-up to IBM PEP executive Meeting on Feb 8th

Great, looking forward to seeing the info (b) (6)

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Alex Mobeka at [alexandra.mobeka@gsa.gov](mailto:alexandra.mobeka@gsa.gov)

On Thu, Feb 14, 2019 at 2:19 PM (b) (6) <(b) (6) [us.ibm.com](mailto:us.ibm.com)> wrote:  
thanks for facilitating that connection Alan.. understand it was a positive first discussion..

I have asked our procurement transformation leader driving the Ariba transition to get me our latest lessons learned deck which I will send across in the next few days.. happy to get our team on the phone with the GSA team to talk through together as I think will bring much more color and insight that reading a slide deck....

our travel team will be happy to support session with Tim Burke when he can accommodate..

talk soon!

(b) (6)

(b) (6)  
(b) (6) Procurement Strategic Sourcing  
IBM Transformation & Operations

Assistant: (b) (6) (b) (6) [us.ibm.com](mailto:us.ibm.com), (b) (6)



Phone: 1-919-254-7820 | Mobile: 1-(b) (6)

E-mail: (b) (6) [us.ibm.com](mailto:us.ibm.com)

3039 E Cornwa is Rd  
Research Triang e  
Park, NC 27709-2195  
United States

From: Alan Thomas - Q <[alan.thomas@gsa.gov](mailto:alan.thomas@gsa.gov)>  
To: (b) (6) <(b) (6) [us.ibm.com](mailto:us.ibm.com)>  
Cc: (b) (6) <(b) (6) [us.ibm.com](mailto:us.ibm.com)>, (b) (6) <(b) (6) [us.ibm.com](mailto:us.ibm.com)>  
Date: 02/14/2019 07:50 AM  
Subject: Re: Thank you for meeting and follow-up to IBM PEP executive Meeting on Feb 8th

Yes sounds good. Kelley did make the connection with Frank.

On Feb 13, 2019 5:12 PM, "(b) (6)" <(b) (6) [us.ibm.com](mailto:us.ibm.com)> wrote:

Alan,

Paul reminded me that (b) (6) has the to-do to send you the lessons learned from the IBM Ariba migration first and then if you would like more detail we will set up a follow-on meeting to have a discussion.

Have a great evening.

(b) (6)

Regards,

(b) (6) o (b) (6)  
US Federal Client Manager

Phone: 1-301-803-6055 | Mobile: (b) (6)

E-mail: (b) (6) [us.ibm.com](mailto:us.ibm.com)

6710 Rock edge Dr  
Bethesda, MD  
20817-1827  
United States

From: (b) (6) Bethesda/IBM  
To: "Alan Thomas - Q" <[alan.thomas@gsa.gov](mailto:alan.thomas@gsa.gov)>

Cc: (b) (6) Austin/IBM@IBMUS, (b) (6) Bethesda/IBM@IBMUS  
Date: 02/13/2019 03:41 PM  
Subject: Thank you for meeting and follow-up to IBM PEP executive Meeting on Feb 8th

---

Alan,

Thank you for meeting with (b) (6) (b) (6) and I on Friday. It was great to see you and hear about your priorities and share thoughts, ideas and challenges.

The follow-ups we took were:

IBM will reach out to Tim Burke to share information about IBM Travel Manager

IBM set up a time to share lessons learned from our migration to Ariba. Let us know who from GSA you would like on the call and who we should coordinate with to get this scheduled.

Alan will follow-up with Kelly Artz to make sure she connects with (b) (6) from IBM on Supplier Cyber Security.

Let me know if there is anything else you would like to follow up on.

Thank you,

(b) (6)

Regards,

(b) (6) o (b) (6)

US Federal Client Manager

---

Phone: 1-301-803-6055 | Mobile: (b) (6)

E-mail: (b) (6) [us.ibm.com](mailto:(b) (6)@us.ibm.com)

6710 Rock edge Dr  
Bethesda, MD  
20817-1827  
United States

[attachment "noname" deleted by (b) (6) Austin/IBM]

**Subject:** Re: \*Confidential: Benchmarking/Sharing Session - Supplier Cyber Security  
**Date:** Sun, 3 Feb 2019 19:41:58 -0500  
**From:** "(b) (6)" <(b) (6) us.ibm.com>  
**To:** Alan Thomas - Q <alan.thomas@gsa.gov>, "(b) (6)" <(b) (6) us.ibm.com>  
**Cc:** (b) (6) <(b) (6) us.ibm.com>, Kelley Artz - QV <kelley.artz@gsa.gov>, Mark Lee - QV <mark.lee@gsa.gov>  
**Message-ID:** <OF276D4846.A764EC93-ON00258397.00037AF4-85258397.0003D7D6@notes.na.collabserv.com>  
**MD5:** 36d912a8fa620e3548edf2b22ecf25d5

Thanks very much, Alan.

Hi Kelley, will look to set up some time with you soon to discuss. The request to benchmark came from two of our SVPs (specifically, (b) (6) on our Cybersecurity Advisory Committee).

Hi (b) (6), please set up 30 minutes with Kelley for tomorrow afternoon, if possible - but if not, for later this week (will work around the Trust & Compliance Summit).

(b) (6)  
(b) (6), Regulatory Compliance, Watson FSS and Cloud Offerings  
1 North Castle Drive, Armonk, NY 10504 (1B-117)

(b) (6)  
Assistant: (b) (6) (b) (6)

PREPARED BY IBM ATTORNEY / PRIVILEGE REVIEW REQUIRED

This email and its attachments, if any, may contain information that is private, confidential or protected by attorney-client, solicitor-client or other privilege. If you received this email in error, please delete it from your system without copying it and notify me of the misdirection by reply email.

Alan Thomas - Q --01/31/2019 05:29:45 PM--Hi (b) (6) Yes ... we recently hired a senior leader, Kelley Artz, for supply chain

From: Alan Thomas - Q <alan.thomas@gsa.gov>  
To: (b) (6) <(b) (6) us.ibm.com>  
Cc: (b) (6) <(b) (6) us.ibm.com>, Kelley Artz - QV <kelley.artz@gsa.gov>, Mark Lee - QV <mark.lee@gsa.gov>  
Date: 01/31/2019 05:29 PM  
Subject: Re: \*Confidential: Benchmarking/Sharing Session - Supplier Cyber Security

---

Hi (b) (6)

Yes ... we recently hired a senior leader, Kelley Artz, for supply chain risk management to help guide our approach to these types of issues. She is copied along with Mark Lee who leads policy and compliance for us and to whom Kelley reports.

See you next Friday.

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Alex Mobeka at (b) (6) [gsa.gov](https://gsa.gov)

On Thu, Jan 31, 2019 at 3:27 PM (b) (6) <(b) (6) us.ibm.com> wrote:  
hi Alan.. hope you are doing well.. look forward to catching up next Friday in Washington.. quick question: we are doing some work to assess and enhance our supplier cyber security requirements and wanted to see if we could benchmark with your team, share ideas, best practices, etc.. things like - contractual requirements being

placed on GSA suppliers from cyber perspective, expectations of suppliers from a readiness/protection perspective, ongoing supplier cyber audit program, any legislation you are working to stay ahead of, etc etc.. is there someone on your staff that has expertise in this space and would be willing to meet with some of the IBM team working these items?? copying (b) (6) on this note - he is on point for the IBM team and would help coordinate from our perspective..

thanks!!

(b) (6)

(b) (6)  
(b) (6) Procurement Strategic Sourcing  
IBM Transformation & Operations  
Assistant: (b) (6) (b) (6) [us.ibm.com](mailto:(b) (6)@us.ibm.com) (b) (6)



Phone: 1-919-254-7820 | Mobile: 1- (b) (6)

E-mail: (b) (6) [us.ibm.com](mailto:(b) (6)@us.ibm.com)

3039 E Cornwa is Rd  
Research Triang e  
Park, NC 27709-2195  
United States

**Subject:** Invitation: Meet & Greet with IBM Executive Team @ Mon Sep 25, 2017 1pm - 1:45pm (judith.zawatsky@gsa.gov)  
**Date:** Wed, 06 Sep 2017 22:04:08 +0000  
**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** judith.zawatsky@gsa.gov, (b) (6) us.ibm.com, (b) (6) us.ibm.com  
**Message-ID:** <001a114f3c00dc73cc05588c856c@google.com>  
**MD5:** bec664473532f1a02e4ca31ec2e14f0e  
**Attachments:** invite.ics

[more details »](#)

**Meet & Greet with IBM Executive Team**

When	Mon Sep 25, 2017 1pm – 1:45pm Eastern Time	
Where	6141 ( <a href="#">map</a> )	
Calendar	judith.zawatsky@gsa.gov	
Who	OMDOX	alan.thomas@gsa.gov - organizer
	OMDOX	colby.sheffer@gsa.gov - creator
	OMDOX	judith.zawatsky@gsa.gov
	OMDOX	(b) (6) us.ibm.com
	OMDOX	(b) (6) us.ibm.com

Going? [Yes](#) - [Maybe](#) - [No](#) [more options »](#)

Invitation from [Google Calendar](#)  
You are receiving this email at the account judith.zawatsky@gsa.gov because you are subscribed for invitations on calendar judith.zawatsky@gsa.gov.  
To stop receiving these emails, please log in to <https://www.google.com/calendar/> and change your notification settings for this calendar.  
Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More](#).

**Subject:** (b) (6) Carroll coming to DC to meet  
**Date:** Thu, 17 Jan 2019 17:30:52 -0500  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** "Alan Thomas - Q" <alan.thomas@gsa.gov>  
**Cc:** "(b) (6) - Q-C" <(b) (6)@gsa.gov>  
**Message-ID:** <OF5C96C4DF.61F19FCB-ON00258385.007B6150-85258385.007BACF3@notes.na.collabserv.com>  
**MD5:** b76dc25c10e239dc87e6f07b69167b5c

Alan,

(b) (6) Carroll would like to set up some time to meet with you in February to check in. He is available to come to DC the weeks of Feb 4th and 11th. I think you will be going to San Diego the week of the 11th so if you don't have time the week of the 4th let me know when you could meet in Feb and I will check to see if it will work for him.

Thank you,

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6)@us.ibm.com  
703-608-1827

**Subject:** Re: Microservices Meeting on Friday  
**Date:** Wed, 9 Jan 2019 21:55:07 +0000  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** "Alan Thomas - Q" <alan.thomas@gsa.gov>  
**Cc:** "(b) (6)" - Q-C" <(b) (6)@gsa.gov>, "(b) (6)" <(b) (6)@us.ibm.com>  
**Message-ID:** <OF3EC9C165.95BF32AB-ON0025837D.0078673C-1547070907761@notes.na.collabserv.com>  
**MD5:** 9351dcfff60ac43b0bc2836086d070f3

Sounds good.

Alex,  
Let me know what dates are available.

(b) (6)

(b) (6) O. Marsh  
703-608-1827  
IBM US Federal

On Jan 9, 2019, at 4:25 PM, Alan Thomas - Q <[alan.thomas@gsa.gov](mailto:alan.thomas@gsa.gov)> wrote:

(b) (6)

Sorry to hear it. Let's reschedule as Sagar was going to have to join remotely also.

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Alex Mobeka at (b) (6) [gsa.gov](mailto:(b) (6)@gsa.gov)

On Wed, Jan 9, 2019 at 3:45 PM (b) (6) <(b) (6)@us.ibm.com> wrote:

Alan,  
Our main presenter for our meeting on Friday has had a medical issue come up that will not allow him to travel to DC for the meeting on Friday. We can either reschedule or he could present over webex. Let me know what you would like to do.

Thank you so much,

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6) [us.ibm.com](mailto:(b) (6)@us.ibm.com)  
703-608-1827



**Subject:** Re: Important reasons you can't miss IBM Think 2019: Feb 12-15th San Francisco  
**Date:** Mon, 7 Jan 2019 08:55:20 -0500  
**From:** Alan Thomas - Q <alan.thomas@gsa.gov>  
**To:** (b) (6) <(b) (6)@us.ibm.com>  
**Message-ID:** <CADZwdKrf295TuL2QgZV4LMRRvixBP+Q5R\_CVU4U7052TXyTv6A@mail.gmail.com>  
**MD5:** f7252ed5b0043b9aacb5e73b1a7b085e

Sounds good.

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Alex Mobeka at (b) (6) [gsa.gov](mailto:(b) (6)@gsa.gov)

On Mon, Jan 7, 2019 at 8:54 AM (b) (6) <(b) (6)@us.ibm.com> wrote:

Alan,

Thank you for your quick reply. We will be having a Government version of Think in March in DC and I will send you information about that.

Looking forward to our discussion this Friday.

(b) (6)

(b) (6)

703-608-1827

IBM US Federal

On Jan 7, 2019, at 8:49 AM, Alan Thomas - Q <[alan.thomas@gsa.gov](mailto:alan.thomas@gsa.gov)> wrote:

Thanks for the invite (b) (6) I'm going to miss it as I'm in San Diego that week.

Best,

Alan

Alan B. Thomas, Jr.  
Commissioner, Federal Acquisition Service  
General Services Administration

For scheduling please contact Alex Mobeka at (b) (6) [gsa.gov](mailto:(b) (6)@gsa.gov)

On Fri, Jan 4, 2019 at 2:32 PM (b) (6) <(b) (6)@us.ibm.com> wrote:

Alan,

Happy New Year. Below is an invitation to attend the 2019 IBM Think Conference in San Francisco. This is IBM's largest global conference. It would be a chance for you to hear what all of our clients from around the

globe are doing to transform their businesses and drive value. It is being held Feb 12-15th.

Below is an invitation and a link to the information and registration about the conference. Let me know if you decide to attend.

(b) (6)

\*\*\*\*\*  
\*\*\*\*\*

Hello,

I'm writing to let you know about a huge opportunity that you and your organization can't afford to miss.

Think 2019 is the one business and technology conference designed to deliver the technical training, strategic expertise, and impactful lessons every organization needs to compete in today's changing world. As our flagship event, Think offers an exclusive look into the technologies, the strategies, and the services that set IBM apart as a leader in enterprise-grade AI, cloud, and cybersecurity.

This is your opportunity to learn valuable lessons from your peers and industry leaders as they take the stage to dive into their experiences. Follow up face to face and ask questions that can help your team learn from their mistakes and mirror their successes. Meet the IBM experts behind the latest advances in technology as they share insights and strategies to address your unique enterprise challenges. Advance your professional development through 2,000+ technical and business sessions, technical deep dives, hands-on labs, and certification exams.

Think brings together everything IBM has to offer in technology, strategy, industry insights and partnership, and empowers you to make it all a part of your business strategy for the year ahead. Don't miss the moment that could redefine your business and reveal your path to industry-transforming success.

Learn more and register today at <https://www.ibm.com/think>

Please let me know if you have any questions. In the meantime, feel free to browse the event's FAQ at <https://www.ibm.com/events/think/FAQ/>

I hope to see you there!

All the best,

(b) (6)

(b) (6)

IBM US Federal Client Executive  
GSA

(b) (6)

[us.ibm.com](https://www.ibm.com)  
703-608-1827

**Subject:** Accepted: IBM Microservices Briefing  
**Date:** Mon, 7 Jan 2019 16:17:16 -0500  
**From:** (b) (6) (b) (6) us.ibm.com>  
**To:** alan.thomas@gsa.gov  
**Message-ID:** <OFEEB92B9B.B49F6159-  
ON0025837B.0074F042-8525837B.0074F004@notes.na.collabserv.com>  
**MD5:** 3ae2a919c11e73c2656374b9bdc9ef91  
**Attachments:** c211716.ics

**Description**

**Subject:** Accepted: IBM Microservices Briefing  
**Date:** Tue, 18 Dec 2018 20:57:23 -0500  
**From:** (b) (6) <(b) (6) us.ibm.com>  
**To:** alan.thomas@gsa.gov  
**Message-ID:** <OFE8C253B0.3A31785F-  
ON85258368.000ABF3A-85258368.000ABF3B@notes.na.collabserv.com>  
**MD5:** c1af53811a18a31f7a77f30db5c3fed4  
**Attachments:** c015724.ics

**Description**

**Subject:** Invitation: Meet & Greet with IBM Executive Team @ Mon Sep 25, 2017 1pm - 1:45pm (EDT) (b) (6) us.ibm.com)  
**Date:** Tue, 05 Sep 2017 17:28:06 +0000  
**From:** alan.thomas@gsa.gov  
**To:** (b) (6) us.ibm.com, (b) (6) us.ibm.com  
**Message-ID:** <f403043ceb60e49db00558748c89@google.com>  
**MD5:** 5a0ed60a1874df40d361e81480ca27a4  
**Attachments:** invite.ics

[more details »](#)

### Meet & Greet with IBM Executive Team

<i>When</i>	Mon Sep 25, 2017 1pm – 1:45pm Eastern Time
<i>Where</i>	6141 ( <a href="#">map</a> )
<i>Calendar</i>	(b) (6) us.ibm.com
<i>Who</i>	<div>OMDOX alan.thomas@gsa.gov - organizer</div> <div>OMDOX colby.sheffer@gsa.gov - creator</div> <div>OMDOX (b) (6) us.ibm.com</div> <div>OMDOX (b) (6) us.ibm.com</div>

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Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account (b) (6) us.ibm.com because you are an attendee of this event.

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Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More.](#)

**Subject:** Invitation: Meet & Greet with IBM Executive Team @ Mon Sep 25, 2017 1pm - 1:45pm (EDT) (b) (6) us.ibm.com)  
**Date:** Tue, 05 Sep 2017 17:28:06 +0000  
**From:** alan.thomas@gsa.gov  
**To:** (b) (6) us.ibm.com, (b) (6) us.ibm.com  
**Message-ID:** <94eb2c061de6e04cd90558748c9f@google.com>  
**MD5:** da4bf6ac19447029024cb54b8524c084  
**Attachments:** invite.ics

[more details »](#)



## Meet & Greet with IBM Executive Team

<i>When</i>	Mon Sep 25, 2017 1pm – 1:45pm Eastern Time
<i>Where</i>	6141 ( <a href="#">map</a> )
<i>Calendar</i>	(b) (6) us.ibm.com
<i>Who</i>	<div>OMDOX alan.thomas@gsa.gov - organizer</div> <div>OMDOX colby.sheffer@gsa.gov - creator</div> <div>OMDOX (b) (6) us.ibm.com</div> <div>OMDOX (b) (6) us.ibm.com</div>

Going? [Yes](#) - [Maybe](#) - [No](#) [more options »](#)

Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account (b) (6) us.ibm.com because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More.](#)

**Subject:** Fw: IBM Microservices Briefing  
**Date:** Thu, 29 Nov 2018 09:05:09 -0500  
**From:** "(b) (6)" <(b) (6)@us.ibm.com>  
**To:** "Alan Thomas - Q" <alan.thomas@gsa.gov>  
**Cc:** "(b) (6)" - Q-C" <(b) (6)@gsa.gov>  
**Message-ID:** <OF0DB434DD.D3D052C2-ON00258354.004D0D5D-85258354.004D606D@notes.na.collabserv.com>  
**MD5:** 76672a292ad1ea3f786792a6b396ac8c

Alan,  
I hope you had a wonderful Thanksgiving holiday with your family. I was just circling back on this note I sent last week in case it got lost in the holiday activity.  
Let me know what dates would work best for you to have this presentation of IBM modernization best practices from our commercial engagements.

Thank you,

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6)@us.ibm.com  
703-608-1827

----- Forwarded by (b) (6) Bethesda/IBM on 11/29/2018 09:01 AM -----

**From:** (b) (6) Bethesda/IBM  
**To:** "Alan Thomas - Q" <alan.thomas@gsa.gov>  
**Cc:** "(b) (6)" - Q-C" <(b) (6)@gsa.gov>  
**Date:** 11/16/2018 03:00 PM  
**Subject:** IBM Microservices Briefing

---

Alan,  
I hope all is well. I am circling back to request time to on your calendar to do the Microservices Briefing that Al Jenkins and (b) (6) offered to you when we met last month. I know you wanted to include Sagar in this presentation which would be great. Let me know what dates would work for you.  
Have a great weekend.

(b) (6)

(b) (6)  
IBM US Federal Client Executive  
GSA  
(b) (6)@us.ibm.com  
703-608-1827

**Subject:** Accepted: IBM Microservices Briefing  
**Date:** Tue, 18 Dec 2018 21:06:27 +0000  
**From:** (b) (6) <(b) (6) us.ibm.com>  
**To:** alan.thomas@gsa.gov  
**Message-ID:** <OFFD7366A5.A23D4B94-ON00258367.0073F2A8@notes.na.collabserv.com>  
**MD5:** 843e4f554875a69df7e74d807a8898d6



**Subject:** Accepted: IBM Microservices Briefing  
**Date:** Tue, 18 Dec 2018 21:06:59 +0000  
**From:** (b) (6) @us.ibm.com>  
**To:** alan.thomas@gsa.gov  
**Message-ID:** <OFF5FEE48F.04AA6520-ON00258367.0073FEB9@notes.na.collabserv.com>  
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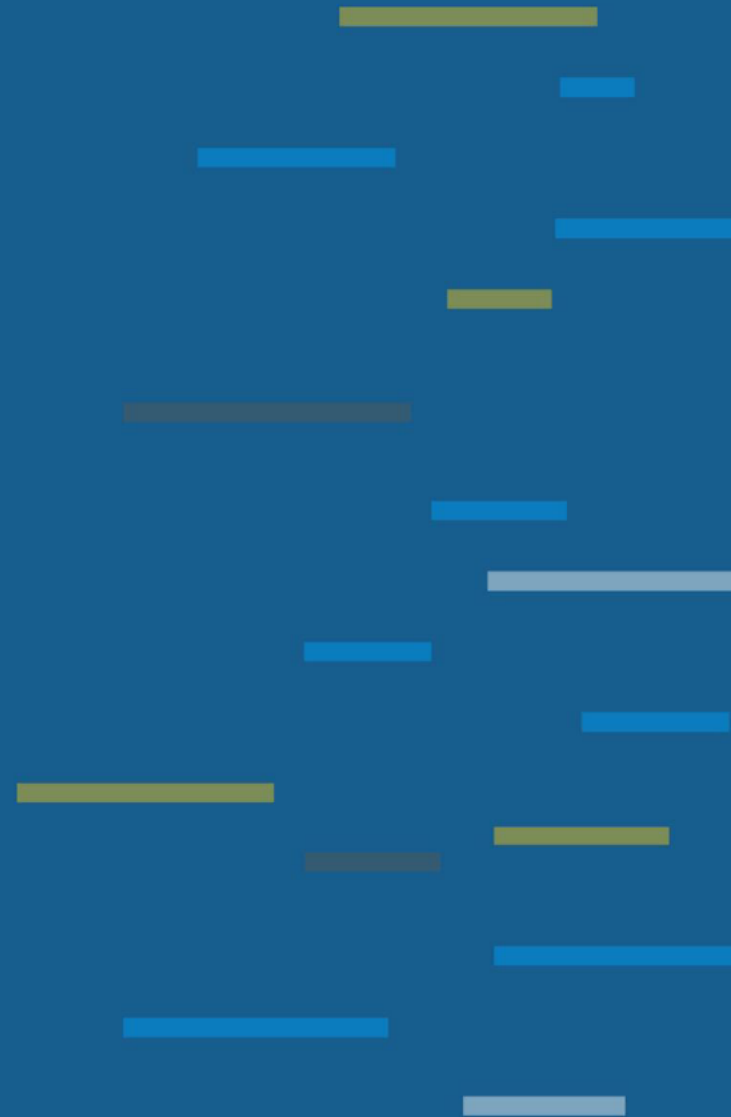
(b) (5)

# IBM Intelligent Automation – AI + RPA

## GSA Executive Leadership

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August 2018



# The Digital Assistant

Today's business leaders consider the digital worker a key component of their workforces. In simple terms, a digital assistant is a software robot programmed to execute a task or a series of tasks by mimicking a human's actions. Using robotic process automation (RPA), these robots are programmed to capture and understand information, process a transaction, manipulate data, generate responses and communicate with other applications. These software bots work through systems' graphical interfaces, including web browsers, but can also be integrated via application programming interfaces (APIs).

## Key Characteristics of the Digital Assistant



### Software Based

RPA computer software provides a "software robot" that can manipulate, operate, and orchestrate applications, follow business rules, navigate workflows and execute transactions



### Programmed

Software robots are programmed beyond the capabilities of desktop scripts and simple macros and can execute APIs and other pre-built objects within existing IT systems and application



### Interacts with UI

Robots are designed to "drive" applications the same way a human does through the graphical user interface, connecting and integrating applications through the front end



### Mimics Humans

Can follow predetermined pathways between the screen and data repositories, move or populate data, conduct calculations, perform actions and trigger downstream activities

## Processes Best Suited for RPA



High Volume



Repetitive Tasks



Manual Data Entry



Multiple Legacy Systems



Logic & rule-based processes



High FTE Number

## Robotic Process Automation Value

### Drivers



#### Reduced Cost to Deliver

Automation of processes using robotic tools can deliver 30% - 50% savings when combined with process standardization opportunities



#### Productivity

Automation tools can be up to 5X faster than human resource, function 24x7, and enable the human workforce to focus on strategic initiatives



#### Excellence in Execution

Accuracy in processing can reach 100% when manual intervention is eliminated via robotic tools



#### Audit Ready

Rule-based transaction processing consistently applied to comply with complex government requirements and regulation



#### Increased Security

Data is more secure without risk of loss due to human intervention



#### Operational Agility

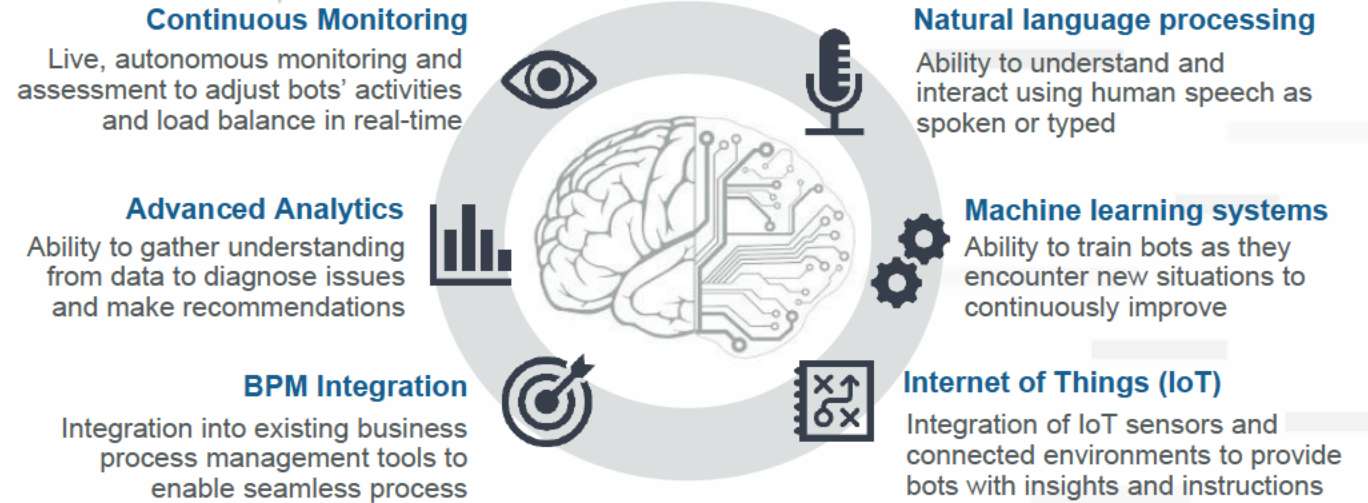
RPA tools can be adapted to multiple geographies and processes, and can scale to accommodate seasonality

# The Intelligent Digital Workforce

Where the RPA platform and software bot provides the hands for a digital workforce, a well-placed cognitive tool provides the workforce its brain. IBM's Intelligent Automation (IA) incorporates recent advances in cognitive technology to:

- Transform the digital workforce from a simple, process-driven team of task executors to an orchestrated body capable of decision making, self-healing, and continuous improvement.
- Overcome the limitations of simple RPA tools to process exceptions to business rules by making decisions, collecting and analyzing data, and empowering employees with new insights and recommendations.

## Key Elements of Intelligent Automation



## The Automation Continuum



### Basic Automation *Digital Assistant*

- Drives applications like a human does through the graphical user interface (GUI), **following predetermined pathways**
- Accesses and assembles structured data **performing prescribed actions**



### Advanced Automation *Intelligent Digital Assistant AI Enabled*

- Follows predetermined pathways, **conducts complex calculations** and **triggers downstream activities**
- **Uses AI** to complete specific tasks
- Accesses and integrates a base knowledge repository into process flows to **optimize outcomes**

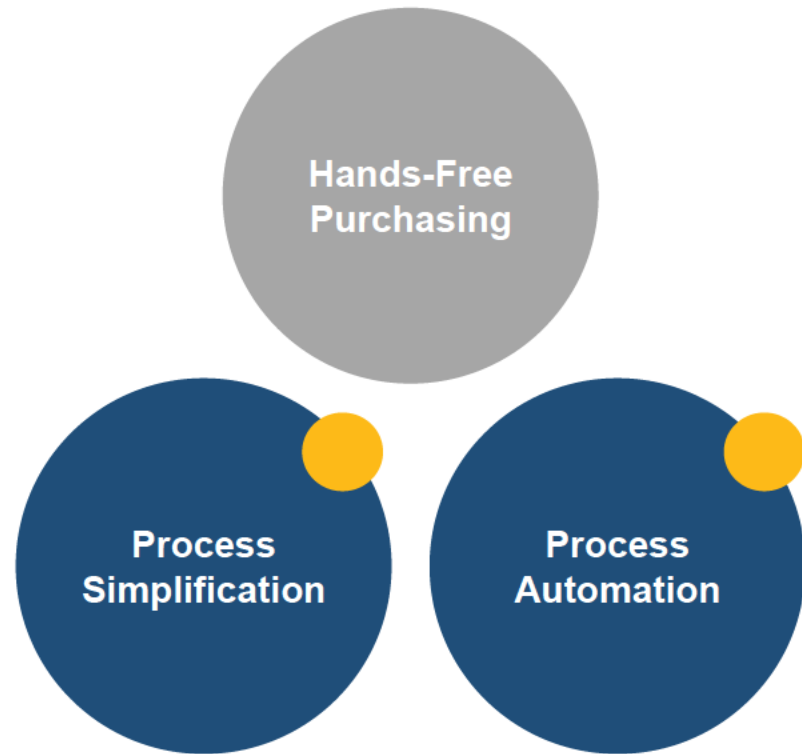


### Intelligent Automation *Intelligent Digital Workforce AI Driven*

- **Reasons and remembers** information, and **learns** to identify new insights through data discovery
- **Interacts with humans** through a combination of AI
- Uses analytics to **build knowledge base**, **make recommendations**, and **continuously improve**

# Procurement Automation Team – Scope and Way of Working

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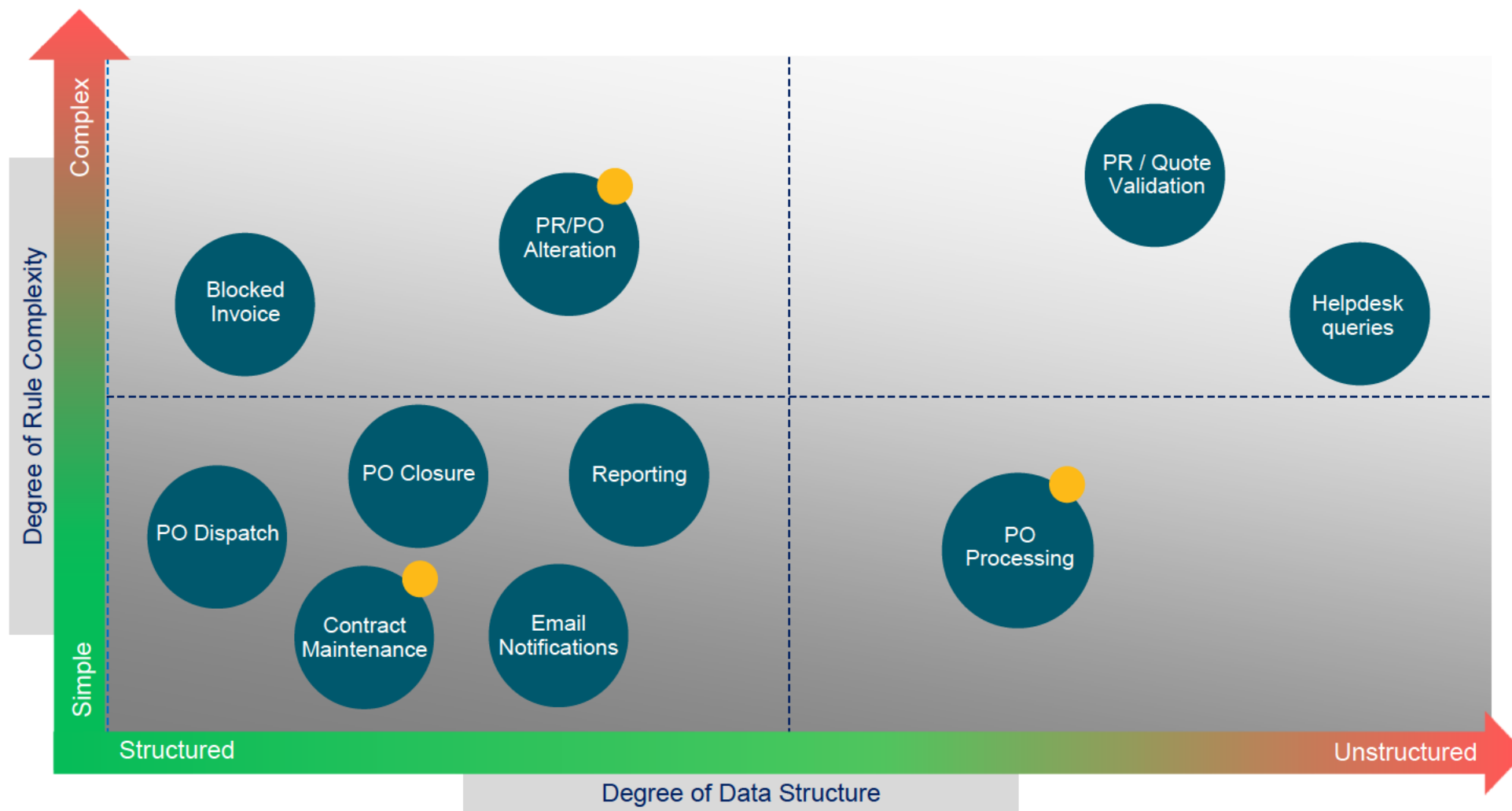
## **Global Team – Common Management**

- ✓ Dedicated Resources & Consolidated Pipeline
- ✓ Reusable Assets & Resource Multi-Tenancy
- ✓ Promotion & Best Practice Sharing



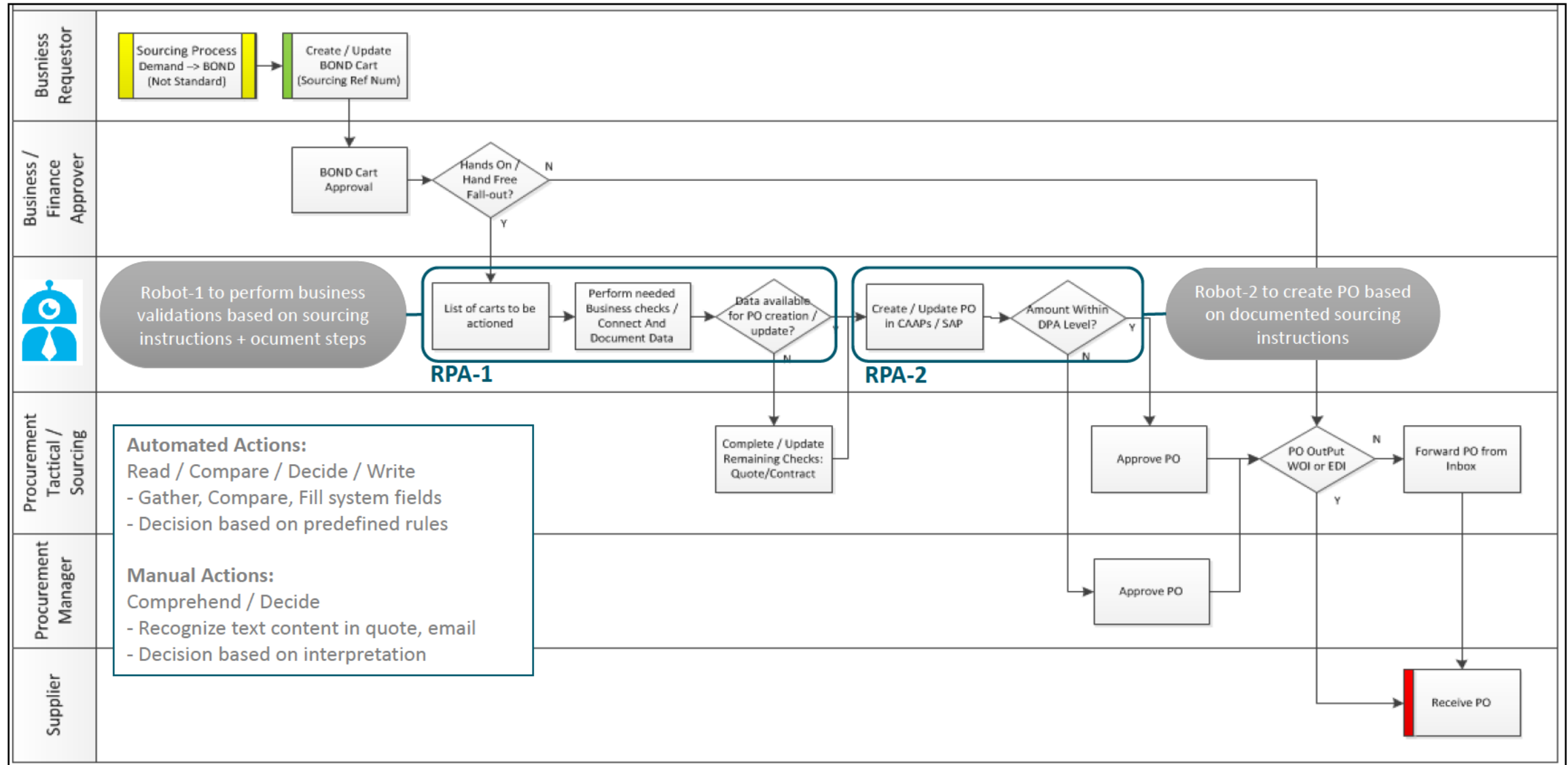
# Automation within Procurement

Highest opportunity – Standard, High Transaction processes with **structured data** and **simple business rules**



# RPA Solution Showcase: IBM Internal Hand-on PR to PO

blueprism





# IBM Intelligent Automation – AI + RPA

## GSA Executive Leadership

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Back-UP



# The Intelligent Automation Journey

To capitalize on the potential of intelligent automation, every organization needs a blueprint for their automation journey – a phased approach to enterprise-wide intelligent automation that helps the organization realize the benefits of automation. The journey starts with a strategy and design as a piece of a larger process assessment that evolves into a center of excellence and continuous process improvement effort. In parallel, automation opportunities move into an iterative pilot and prototype phase and ultimately to production and an “As a Service” model.



## Automation Strategy & Design

### *Building a successful roadmap*

Understand, envision and design the future of your business processes:

- Process re-imagination and design to develop insights, personas and journey maps
- Opportunity identification workshops to build a case for automatable processes
- Organization maturity assessments to develop a realistic automation agenda
- Strategy and roadmap development to make automation a reality



## Center of Excellence

### *Driving the roadmap to results*

Develop a unique framework for intelligent automation and continuous improvement efforts:

- process improvement and automation expertise development to build knowledge base
- performance metrics, process automation techniques and methodologies, and internal controls
- project pipeline prioritization, templates for project structure, and execution methodology



## Continuous Improvement

### *Improving underlying processes*

Continually execute integrated business process redesign using variety of tools and best practices:

- Five phase framework – Envision, Assess, Define, Execute, Control
- Business Process Management (BPM) to reduce complexity; Lean Six Sigma to eliminate waste and improve quality; Operational Transformation to drive large-scale, transformational change



## Pilot & Prototype Services

### *Testing the “art of the possible”*

Develop prototypes of automation solutions to prove technical feasibility and business value:

- Design & deliver automations on a short timeline with limited scope
- Leverage existing library of RPA assets
- Build minimally viable product and rapidly iterate
- Prototype solutions available for deployment into production with minimal configuration



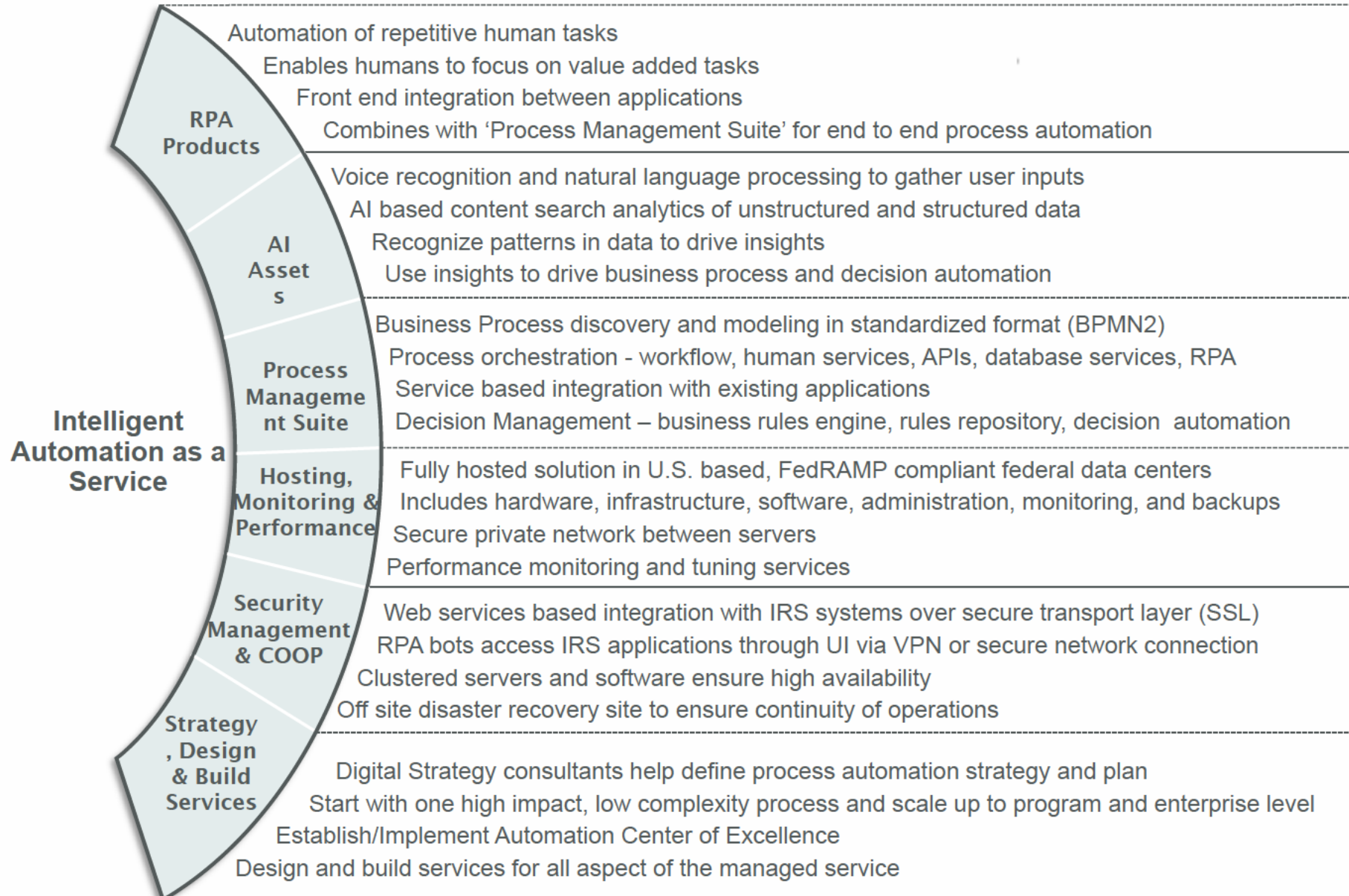
## Automation as a Service

### *Fully operationalizing at scale*

Intelligent automation solutions managed and delivered as a service:

- Basic RPA software integrated with cognitive solutions, analytics and BPM tools on a common platform
- Integrated platform hosted, monitored, secured and maintained as a part of the services package
- Automation operates within the client environment and are governed by client processes and standards

# Intelligent Automation as a Service



## Pricing

- Flexible pricing models
- Tiered pricing model based on number and type of components, size, data volume and level of service
- Key factors which drive pricing include number and complexity of business processes, RPA bots, APIs, integrations, human services (UI), business rules, use of AI assets, clarity of requirements, types of services etc.
- Transaction based pricing models also available